GBAC STAR™
ACCREDITATION SUBMISSION

Submitted July 22, 2020
TEAM SAN JOSE GBAC STAR™ 1.0

SCOPE STATEMENT

The GBAC STAR™ Accreditation Program on Cleaning, Disinfection and Infectious Disease Prevention for Facilities (GBAC STAR™ Program) establishes requirements to assist facilities in the cleaning, disinfection, and infectious disease prevention work practices to control risks associated with infectious agents such as SARS-CoV-2, Influenza, MRSA, and TB.

This GBAC STAR™ Program is performance based and sets out requirements for and places responsibility on facilities to demonstrate that appropriate cleaning, disinfection, and infectious disease prevention work practices, protocols, procedures, and systems have been established and implemented.

The GBAC STAR™ Program is designed such that any size facility or organization can use it and it is considered scalable.

TEAM SAN JOSE BACKGROUND INFORMATION

Team San Jose, Inc. (TSJ) is a non-profit organization and the primary driver in generating economic impact to San Jose’s local economy through leisure and business travel. TSJ has two major contracts with the City of San Jose. One is a venue management contract that includes oversight of several public venues. The second contract makes us responsible for selling and promoting San Jose as a tourism, convention, and meetings destination.

TSJ is the exclusive provider of destination marketing for the City of San Jose. We manage the San Jose Convention and Visitors Bureau and San Jose’s convention and cultural facilities, which include the San Jose McEnery Convention Center, California Theatre, San Jose Civic, Montgomery Theatre, and Center for Performing Arts (see Appendix A for campus map).

We are committed to achieving performance measures set by the City of San Jose. These performance measures are tracked on a regular basis, and include items such as hotel room nights, estimated visitor spending, gross operating profit, theater occupancy, and customer satisfaction.

TSJ streamlined client customer service from sales through execution, by providing a single point of contact for new and returning corporate customers. By combining all areas of event services, including event service managers, food and beverage, facility and custodial, culinary, maintenance, and convention services teams, TSJ’s event staff created a seamless and flexible service environment to better meet the needs of meeting and event planners.

TSJ is governed by a Board of Directors representing the hotel, arts, business community, and labor sectors as well as City liaisons. Additionally, TSJ meets extensively with our Client Advisory Board to seek feedback on our standard business practices and key initiatives that affect customers and our stakeholders.
TEAM SAN JOSE GBAC STAR™ FACILITY LEADERSHIP AND COMMITMENT

Team San Jose senior leadership management shall take ultimate responsibility for the organization’s GBAC STAR™ Program implementation and maintenance.

All levels of leadership/management shall ensure that roles, responsibilities, and authorities related to cleaning, disinfection, and infectious disease prevention are defined, documented, and communicated to those who manage, perform, and verify such work.

All levels of leadership/management shall demonstrate their commitment by ensuring availability of resources to establish, implement, maintain, and improve the GBAC STAR™ Program requirements associated with cleaning, disinfection, and infectious disease prevention.

<table>
<thead>
<tr>
<th>POSITION TITLE</th>
<th>RESPONSIBILITIES</th>
</tr>
</thead>
</table>
| COO & Interim President & CEO | Ultimately accountable for the achievement, execution, and maintenance of the GBAC STAR™ Program accreditation through:  
  • Overall responsibility for the execution of all elements of this plan. |
| CFO | Ultimately accountable for the achievement, execution, and maintenance of the GBAC STAR™ Program accreditation through:  
  • Appropriately resourcing budgets required to maintain compliance with the resulting plan. |
| Executive VP, HR, Labor & Loss Prevention | Ultimately accountable for the achievement, execution, and maintenance of the GBAC STAR™ Program accreditation through:  
  • Appropriate resourcing of personnel to maintain compliance  
  Ensuring proper administrative policies and procedures are enacted to support the plan. |
| VP, Sales & Destination Services | Ultimately accountable for the achievement, execution, and maintenance of the GBAC STAR™ Program accreditation through:  
  • Leadership of all sales and event planning procedures and processes created and leveraged in support of this plan. |
| VP, Marketing & Communications | Ultimately accountable for the achievement, execution, and maintenance of the GBAC STAR™ Program accreditation through:  
  • Appropriate, timely, and consistent communication with media and general public related to GBAC certification and plan. |
| VP, Research & Strategic Development | Ultimately accountable for the achievement, execution, and maintenance of the GBAC STAR™ Program accreditation through:  
  • Appropriate, timely, and consistent communication and advocacy with government and industry leadership related to GBAC certification and plan. |
## GBAC COMMITTEE

<table>
<thead>
<tr>
<th>POSITION TITLE</th>
<th>RESPONSIBILITIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director of Facilities</td>
<td>Accountable for the day-to-day execution of the elements of this plan, trainings, Unite Local H.E.R.E 19 (Custodial) employee safety and facility cleaning reporting for all public and private spaces, offices, and restrooms across properties (excluding culinary areas).</td>
</tr>
<tr>
<td>Executive Chef</td>
<td>Accountable for the day-to-day execution of the elements of this plan, trainings, Unite Local H.E.R.E 19 (Food &amp; Beverage) employee safety and cleaning reporting for kitchens, cafeterias, concessions, storage areas and culinary restrooms.</td>
</tr>
<tr>
<td>Director of Safety &amp; Security</td>
<td>Accountable for the day-to-day execution of the elements of this plan, trainings, public and contracted service providers, safety and prevention, and biohazard waste disposal management and reporting.</td>
</tr>
<tr>
<td>Director of Property Operations</td>
<td>Accountable for the day-to-day execution of the elements of this plan, trainings, ABEL Engineers mechanical and engineering control reporting.</td>
</tr>
<tr>
<td>Director of Theaters and Sales</td>
<td>Accountable for the day-to-day execution of the elements of this plan, trainings, employee safety and facility cleaning reporting in the San Jose Theaters. Leads sales and event planning procedures and processes created and leveraged in support of this plan.</td>
</tr>
<tr>
<td>Assistant General Manager, Theaters</td>
<td>Accountable for the day-to-day execution of the elements of this plan, trainings, employee safety and facility cleaning reporting in the San Jose Theaters.</td>
</tr>
</tbody>
</table>

## LEADERSHIP & MANAGEMENT – FACILITIES

<table>
<thead>
<tr>
<th>POSITION TITLE</th>
<th>RESPONSIBILITIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director of Facilities</td>
<td>Founding Committee Member. Accountable for the day-to-day execution of the elements of this plan, trainings, Unite H.E.R.E Local 19 (Custodial) employee safety and facility cleaning reporting for all public and private spaces across properties (excluding culinary).</td>
</tr>
<tr>
<td>Asst. Director of Facilities</td>
<td>Accountable for the day-to-day execution of the elements of this plan, trainings, Unite H.E.R.E Local 19 (Custodial) employee safety and facility cleaning reporting.</td>
</tr>
<tr>
<td>Facilities Manager</td>
<td>Accountable for the day-to-day execution of the elements of this plan, trainings, Unite H.E.R.E Local 19 (Custodial) employee safety and facility cleaning reporting.</td>
</tr>
</tbody>
</table>
### LEADERSHIP & MANAGEMENT – CULINARY

<table>
<thead>
<tr>
<th>POSITION TITLE</th>
<th>RESPONSIBILITIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Chef</td>
<td>Founding Committee Member. Accountable for the day-to-day execution of the elements of this plan, trainings, Unite H.E.R.E Local 19 (Food &amp; Beverage) employee safety and cleaning reporting for kitchens, cafeterias, concessions, storage areas and restrooms.</td>
</tr>
<tr>
<td>Director of Food &amp; Beverage</td>
<td>Accountable for the day-to-day execution of the elements of this plan, trainings, Unite H.E.R.E Local 19 (Food &amp; Beverage) employee safety and cleaning reporting.</td>
</tr>
<tr>
<td>Executive Steward</td>
<td>Accountable for the day-to-day execution of the elements of this plan, trainings, scheduling and management of Unite H.E.R.E Local 19 (Food &amp; Beverage) employee safety and facility cleaning.</td>
</tr>
<tr>
<td>Assistant Executive Steward</td>
<td>Accountable for the day-to-day execution of the elements of this plan, trainings, scheduling and management of Unite H.E.R.E Local 19 (Food &amp; Beverage) employee safety and facility cleaning.</td>
</tr>
<tr>
<td>Food &amp; Beverage Manager(s)</td>
<td>Accountable for the day-to-day execution of the elements of this plan, trainings, Unite H.E.R.E Local 19 (Food &amp; Beverage) employee safety and facility cleaning reporting.</td>
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</tbody>
</table>

### LEADERSHIP & MANAGEMENT – SAFETY & SECURITY

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<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Director of Safety &amp; Security</td>
<td>Founding Committee Member. Accountable for the day-to-day execution of the elements of this plan, trainings, public and contracted service providers, safety and prevention, and biohazard waste disposal management and reporting.</td>
</tr>
<tr>
<td>Asst. Director of Safety &amp; Security</td>
<td>Accountable for the day-to-day execution of the elements of this plan, trainings, public and contracted service providers, safety and prevention, and biohazard waste disposal management and reporting.</td>
</tr>
<tr>
<td>Lead Security Officer(s)</td>
<td>Accountable for the day-to-day execution of the elements of this plan, public and contracted service providers, safety and prevention, and biohazard waste disposal management and reporting.</td>
</tr>
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</table>

### LEADERSHIP & MANAGEMENT – ENGINEERING

<table>
<thead>
<tr>
<th>POSITION TITLE</th>
<th>RESPONSIBILITIES</th>
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<tbody>
<tr>
<td>Director of Property Operations</td>
<td>Founding Committee Member. Accountable for the day-to-day execution of the elements of this plan, trainings, ABLE Engineers safety and facility engineering control reporting.</td>
</tr>
<tr>
<td>Engineers</td>
<td>Accountable for the day-to-day execution of the elements of this plan, safety and facility mechanical engineering and maintenance.</td>
</tr>
<tr>
<td>POSITION TITLE</td>
<td>RESPONSIBILITIES</td>
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<tr>
<td><strong>LEADERSHIP &amp; MANAGEMENT – SUPPLY CHAIN</strong></td>
<td></td>
</tr>
<tr>
<td>Director of Purchasing</td>
<td>Accountable for maintaining supply chain, inventories, and deployment of PPE, cleaning supplies, and the equipment necessary to fulfill the day-to-day execution of the elements of this plan.</td>
</tr>
<tr>
<td>Purchasing Manager</td>
<td>Accountable for maintaining supply chain, inventories, and deployment of PPE, cleaning supplies, and the equipment necessary to fulfill the day-to-day execution of the elements of this plan.</td>
</tr>
<tr>
<td><strong>LEADERSHIP &amp; MANAGEMENT – HUMAN RESOURCES</strong></td>
<td></td>
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</tbody>
</table>
| Director of Human Resources          | Accountable for the achievement, execution, and maintenance of the GBAC STAR Program accreditation through:  
  - Appropriate resourcing of personnel to maintain compliance with the plan  
  - Ensuring proper administrative policies and procedures are enacted to support the plan. |
<p>| Human Resource Managers              | Accountable for the achievement, execution, and maintenance of the GBAC STAR Program accreditation by ensuring proper administrative policies and procedures are enacted to support the plan. |
| <strong>LEADERSHIP &amp; MANAGEMENT – CONVENTION &amp; THEATERS</strong>                                                      |
| General Manager, Convention Center   | Ultimately accountable for the day-to-day execution of the elements of this plan, trainings, employee safety and facility cleaning reporting in the San Jose Convention Center. |
| Director of Event Operations, Convention Center | Ultimately accountable for the day-to-day execution of the elements of this plan, coordinating Front-of-House facility cleaning needs, and communication with clients, customers, and attendees. |
| Director of Production, Convention Center | Ultimately accountable for the day-to-day execution of the elements of this plan, coordinating Back-of-House facility cleaning needs, and communication with clients, customers, and attendees. |
| General Manager &amp; Director of Entertainment, Theaters | Ultimately accountable for the day-to-day execution of the elements of this plan, trainings, employee safety and facility cleaning reporting in the San Jose Theaters. |
| Director of Theaters and Sales       | Accountable for the day-to-day execution of the elements of this plan, trainings, employee safety and facility cleaning reporting in the San Jose Theaters. Leads sales and event planning procedures and processes created and leveraged in support of this plan. |</p>
<table>
<thead>
<tr>
<th>Position</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistant General Manager, Theaters</td>
<td>Accountable for the day-to-day execution of the elements of this plan, trainings, employee safety and facility cleaning reporting in the San Jose Theaters.</td>
</tr>
<tr>
<td>Director of Event Services, Theaters</td>
<td>Ultimately accountable for the day-to-day execution of the elements of this plan, coordinating Front-of-House facility cleaning needs, and communication with clients, customers, and attendees.</td>
</tr>
<tr>
<td>Production Manager, Theaters</td>
<td>Ultimately accountable for the day-to-day execution of the elements of this plan, coordinating Back-of-House facility cleaning needs, and communication with clients, customers, and attendees.</td>
</tr>
</tbody>
</table>

**LABOR PARTNERS**

Team San Jose has enjoyed a long and productive relationship with union labor. TSJ’s exceptional customer service is directly attributable to the staff, as well as strong partnerships with local unions. TSJ has entered into an Exclusive Jurisdiction Agreement with the below unions to formalize the best practices throughout the facilities.

- **UNITE H.E.R.E., Local 19** represents hospitality workers employed in hotels, restaurants, airports, sports arenas, and convention centers throughout Northern California. TSJ both culinary and custodial team members who share responsibilities in facility cleaning.

- **ABLE Services** is the industry-leading provider of engineering and integrated facility management solutions. TSJ employs a team of certified engineers to maintain properties.

- **I.A.T.S.E. (International Alliance of Theatrical Stage Employees)** represents local stage technicians throughout the county for live theater, concerts, conventions, tradeshows, sports events, major motion pictures, theatrical installations and other entertainment and corporate events.
  - **Local 134 (Stagehands)** TSJ employs a team of stagehands and audiovisual technicians, maintaining, and cleaning both Convention Center and Theaters stages, and the installation, operation and take down of all audiovisual equipment.
  - **Local 706 (Hair & Makeup)** TSJ employs a stylist team managing and maintaining hair and makeup for talent for live performances at the Convention Center and Theaters.
  - **Local 784 (Wardrobe)** TSJ employs a wardrobe team managing and maintaining costumes for talent for live performances in Theaters.

- **Teamsters, Local 287** represents teams designated at the Convention Center for all unloading or loading of all freight, including audiovisual equipment on/off of all other vehicles including trucks as well as operations of forklifts to remove audiovisual equipment from trucks.

- **American Federation of Musicians, Local 6** represents a team of musicians performing on stage or in orchestra pits for live performances in Theaters.
TEAM SAN JOSE GBAC STAR™
07/22/2020

TEAM SAN JOSE GBAC STAR™ 2.2
FACILITY COMMITMENT STATEMENT

Requirement:

TEAM SAN JOSE shall develop, sign, and communicate the organization’s commitment to the GBAC STAR™ Program elements. The document shall include provisions for minimizing and controlling risks associated with infectious disease outbreaks and potential exposures in relation to customers, clients, employees, the community, and the environment.

TEAM SAN JOSE shall provide assurance and establish confidence that proper cleaning, disinfection, and infectious disease prevention work practices and controls are in place, properly maintained, and continuously improved. The GBAC STAR™ Program Commitment statement shall be signed by senior management.

MISSION
Team San Jose promotes San Jose as a destination to stimulate economic development.

WHO WE ARE
Team San Jose is an innovative partnership unifying the San Jose Convention and Visitors Bureau, hotels, arts, labor and venues to deliver an exceptional visitor experience and serve as the gateway to San Jose as a destination.

Our company manages the San Jose McEnery Convention Center and Arts and Entertainment venues including the California Theatre, San Jose Civic, Montgomery Theatre, and Center for Performing Arts.

VALUES
• We empower leaders in the Arts, Business, Labor, and Hotel communities to work together.
• We are dedicated to an open and honest dialogue among diverse partners.
• We are devoted to making San Jose a desirable destination for local, national and international visitors.
• We are committed to fiscal responsibility and accountability to the customer.
• We are dedicated to providing a unique and compelling customer experience.

COMMITMENT TO HEALTH & SAFETY
Team San Jose is committed to achieving the GBAC STAR™ Accreditation to guide and strengthen infection control standards for all campus properties, including the San Jose McEnery Convention Center, California Theatre, San Jose Civic, Montgomery Theatre, and Center for Performing Arts. TSJ will align leadership, training, and policies around medically substantiated safety standards which meet or exceed CDC guidelines for health and safety, along with achieving GBAC’s standards for cleaning and maintenance for outbreak prevention, response and recovery.

LEADERSHIP COMMITMENT SIGNATURES
See Appendix B for Leadership’s commitment signatures.
Requirement:

TEAM SAN JOSE shall build into its program elements of continuous improvement; the program should be implemented such that it is sustainable.

TEAM SAN JOSE shall establish, document, implement, communicate, maintain, and continually improve its GBAC STAR™ Program, including the processes needed and accompanying interactions, in accordance with the requirements of this document.

Team San Jose is an active collaborator with the California Convention Center Coalition and the International Association of Venues Managers (IAVM) on a shared vision to guide and strengthen infection control standards by providing a framework that will support a decision to reopen. These efforts prioritize the health and safety of staff and business partners. The following Plan-Do-Check-Act principle was used to develop the fundamental framework for quality management.

### PLAN-DO-CHECK-ACT

<table>
<thead>
<tr>
<th>Research</th>
<th>TSJ’s Senior Team to research, analyze and approve GBAC Accreditation Process as best path for reopening San Jose Convention Center and San Jose Theaters by <strong>April 2020</strong>.</th>
</tr>
</thead>
</table>
| Committee | Establish a diverse committee covering leaders from key Departments by **May 2020**:  
- Facilities Team  
- Culinary Team  
- Safety & Security Team  
- Operations Team  
- Theaters Team |
| Accreditation | TSJ 2020 Timeline:  
- **May:** Form Committee / Complete Microbial Warrior Training  
- **June-July:** Develop GBAC Master Plan & Timelines  
- **July:** Submit GBAC Master Plan  
- **August:** Achieve Accreditation  
- **August-September:** Implement new policies, procedures and technologies |
| Train | Develop integrative and hands-on training applications for various levels of staff involved in maintaining the plan elements outlined in GBAC. Training Schedule:  
- **July-September:** Essential & remote staff  
- **October-December:** Phase 1 reopening with partial staff  
- **January-March:** Phase 2 reopening with full staff |

*Timeline based on projections for reopening.
| **Employee Training, Responsibilities and Support** | TSJ will require all staff to attend an advance reopening training on:  
  - How to prevent the spread of COVID-19, understanding symptoms and underlying health conditions making individuals more vulnerable.  
  - How to use PPE effectively and for which job/task, including donning and doffing procedures.  
  - Training in site-specific risk mitigations. |
|---|---|
| **Infection Control** | TSJ will require all staff to adhere to the following Infection Controls:  
  - TSJ will insure frequent cleaning and disinfecting routines during business hours, event hours with a focus on restroom and high-touch areas.  
  - TSJ HVAC systems will be maintained on an ongoing scheduled basis. Indoor air quality will be monitored and adjusted, as needed, and use of outdoor air will be increased.  
  - TSJ Supply Chain will stay operational and stocked.  
  - TSJ will use products on the Environmental Protection Agency (EPA) approved list for use against COVID-19 and follow product instructions. |
| **Communication** | TSJ internal and external communications will consist of:  
  - TSJ Human Resources will communicate regularly with employees and labor forces to ensure awareness and compliance with GBAC plan, PPE, new policies, and state/local mandates.  
  - TSJ Emergency preparedness and response plans will be put in place for potential outbreaks or resurges in the community.  
  - TSJ updated plans, policies and practices will be accessible through training, intranet, bulletin boards, and email.  
  - TSJ will collaborate with event organizers on pre-event notices via email and social media to remind attendees of protocols, especially ones that are specific to state/local mandates. |
| Establish Ongoing Committee Initiatives | GBAC Committee will develop a review and reporting structure to maintain effectiveness of plan:  
• Monthly Safety Committee meetings will integrate GBAC updates and reporting.  
• Quarterly meetings to review and assess audits: September, December, March, and June.  
• Annual meetings in May-June for re-accreditation process. |
| establish Auditing Systems | TSJ has developed a set of Microsoft Teams to maintain and centralize GBAC Master Plan elements, audits, and trainings:  
**GBAC Committee:**  
• TSJ GBAC Master Files for the Master Plan (master files), Accreditation, Renewal, SOPs, Grids, Templates, Action Plans, and Committee Meeting Notes.  
**GBAC Audits & Reports:**  
• Directors/Managers will submit weekly/monthly/quarterly audits, reports and inventories.  
• HR will store training logs and disciplinary records.  
**GBAC TSJ Plan & Training Tools:**  
• All team members engaged with implementing the plan will have access to copies of the GBAC Master Plan, related SOPs, new policies and trainings. |
| Maintain Compliance | TSJ commits to upholding applicable industry guidelines and governing directives from:  
• GBAC / ISSA  
• IAVM  
• California Coalition for Convention Centers  
• CDC  
• OSHA  
• Santa Clara County Public Health Department  
• State of California |
| Executive Team | TSJ’s Senior Team is ultimately accountable for the achievement, execution, and maintenance of the GBAC STAR™ Master Plan & Programs on an ongoing and annual basis for renewal. |
| GBAC Committee | TSJ’s GBAC Committee is ultimately accountable for the development, timelines, training, and day-to-day execution of the GBAC STAR™ Master Plan and Program. |
| Leadership & Managers | TSJ’s Directors and Managers are accountable for the day-to-day execution of the elements of this plan, ongoing trainings, employee safety and facility cleaning reporting. |
TEAM SAN JOSE GBAC STAR™
07/22/2020

TEAM SAN JOSE GBAC STAR™ 3.1
CONFORMITY AND COMPLIANCE

REQUIREMENT:
The organization shall ensure that all relevant requirements are identified and fulfilled within their GBAC STAR™ Program.

The organization shall identify all legal requirements associated with cleaning, disinfection, and infectious disease prevention and verify they have complied with these - including but not limited to - national / federal, regional / state, provincial, city, and local regulatory requirements to which the organization is subject to.

TEAM SAN JOSE STATEMENT

Pursuant to an Agreement for the Management of the San Jose Convention Center and Cultural Facilities dated July 1, 2009 (the “Management Agreement”), Team San Jose contracted with the City of San Jose, California (the “City”), to provide management services with respect to the San Jose McEnery Convention Center and other City owned cultural facilities, including, the Center for Preforming Arts, Civic Auditorium, Montgomery Theater, California Theatre, and Parkside Hall (all collectively the “Facilities”). As stated in Section 2 of the Management Agreement, the Facilities are “. . . to be operated in the public interest.” Furthermore, Section 4.1 of the Management Agreement provides in part that Team San Jose will “. . . operate and manage the Facilities independently of City on the terms set forth in this Agreement, although in compliance with agreed upon performance expectations and city, state, and federal rules, regulations and laws”. Based on the terms of Sections 2 and 4.1 of the Management Agreement, with respect to its management of the Facilities owned by the City, Team San Jose is required to comply with various specified public health-related requirements promulgated by the City of San Jose and pursuant to applicable state, and federal rules, regulations, and laws.

Team San Jose maintains active monitoring of local, national, and global health and industry agencies to receive recommended guidelines, including:

- County of Santa Clara Public Health Department
- State of California
- Center for Disease Control (CDC)
- World Health Organization (WHO)
- Global Biorisk Advisory Council (GBAC)
TEAM SAN JOSE GBAC STAR™ 3.2
GOALS, OBJECTIVES, AND TARGETS

REQUIREMENT:
The organization shall establish, implement, and maintain documented objectives and targets for their cleaning, disinfection, and infectious disease prevention program.

Team San Jose has established the following goals in accordance to the implementation of the GBAC STAR™ Program in support of our overall mission to deliver a medically safe environment for our staff, contractors/vendors, and event attendees that exceeds CDC guidelines.

**GOAL #1: ENHANCED CLEANING & DISINFECTING TRAINING**

| S | Integrate GBAC’s top priorities, standards, and procedures on cleanliness, disinfection within TSJ’s existing cleaning and sanitations standards. |
| M | TSJ GBAC Committee to obtain accreditation by August 2020 and immediately adapt and educate workforce on plan and new policies. |
| A | TSJ’s integrated GBAC Master Plan and new policies and practices will be accessible through trainings, Microsoft SharePoint, bulletin boards, and email. |
| R | All TSJ non-union and union teams will receive GBAC Fundamentals overview, introduction to plan, and training in their respective areas via hands-on training, video tutorials and/or trainers. |
| T | All associates responsible for cleaning will be trained in phases as Team San Jose reopens:  
  - **July-September 2020**: Essential & Remote Staff  
  - **October-December 2020**: Phase 1 Reopening with partial staff  
  - **January-March 2021**: Phase 2 Reopening with full staff |

**GOAL #2: ADAPT NEW TECHNOLOGIES FOR ADVANCED CLEANING & DISINFECTING METHODS**

| S | Purchase, train, and implement new technologies:  
  - Electrostatic Disinfectant Cleaning  
  - Hand Trigger Disinfectant Spray  
  - UV/Black Light Testing for Sanitation |
| M | All equipment to be purchased, tested, and operating by August 30, 2020. |
| A | TSJ will be receiving first order of electrostatic disinfectant backpacks and hand triggers by July 15, 2020. UV/Black Light testing will be ordered by July 30, 2020. |
| R | These technologies are the new event and hospitality industry standard and have become readily available and affordable to maintain. Equipment is easy to use, train, and does not require additional certifications. |
| T | All associates responsible for this type of cleaning to be trained in phases as Convention Center and Theaters reopen:  
  - **July-September 2020**: Essential Staff  
  - **October-December 2020**: Phase 1 Reopening with partial staff  
  - **January-March 2021**: Phase 2 Reopening with full staff |
## Goal #3: Automate Inspections and Audits

<table>
<thead>
<tr>
<th>S</th>
<th>Establish and maintain a new auditing system for quarterly and annual reviews.</th>
</tr>
</thead>
<tbody>
<tr>
<td>M</td>
<td>Maximize platforms within Microsoft Teams to automate inspection and audit processes for cleaning, inventories, engineering, waste management, and trainings.</td>
</tr>
<tr>
<td>A</td>
<td>Inspections and audits will be easy to read and complete with data being stored electronically. All associates will have access via iPads and/or cellphones.</td>
</tr>
<tr>
<td>R</td>
<td>Inspections and audits will be tested in August and go live by August 30, 2020 on Microsoft Teams.</td>
</tr>
<tr>
<td>T</td>
<td>Establish an internal checks and balance system to review ongoing inspections and audits to support the GBAC Master Plan on a bi-monthly, monthly, quarterly, and annual basis for reaccreditation.</td>
</tr>
</tbody>
</table>
**TEAM SAN JOSE GBAC STAR™ 3.3**
**PROGRAM CONTROLS AND MONITORING**

**REQUIREMENT:**
Management shall establish program controls and put in place documented procedures for monitoring the effectiveness of the controls being applied to ensure that the elements of the GBAC STAR™ Program are being met.

The following program controls are in place and used by Team San Jose staff to monitor the planning, execution, and completion of actions set forth this program.

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### TSJ PROGRAM MONITORS & CONTROLS

<table>
<thead>
<tr>
<th>ELEMENT NUMBERS</th>
<th>TASK</th>
<th>RESPONSIBLE PARTY</th>
<th>DAILY</th>
<th>WEEKLY</th>
<th>MONTHLY</th>
<th>QUARTERLY</th>
<th>SEMI-ANNUAL</th>
<th>ANNUAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>#1 Organizational Roles, Responsibilities, and Authorities</td>
<td>1.1. Updating the TSJ GBAC Organizational Chart.</td>
<td>GBAC Committee</td>
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</tr>
<tr>
<td></td>
<td>1.2. Updating the Roles and Responsibilities narrative.</td>
<td>GBAC Committee</td>
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<td></td>
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<td></td>
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</tr>
<tr>
<td>#2 TSJ Commitment Statement</td>
<td>2.1 Ensure that roles, responsibilities, and authorities related to cleaning, disinfection and infection disease prevention are defined, documented and communicated to those who manage, perform and verify such work.</td>
<td>GBAC Committee, Executive Senior Team</td>
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<td>#3 Sustainability and Continuous Improvement</td>
<td>3.1. Activities associated with planning and checking within the PDCA model.</td>
<td>GBAC Committee</td>
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<td></td>
<td>3.3. Facilitation of continuous improvement activities.</td>
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<td>#4 Conformity and Compliance</td>
<td>4.1. Identifying and complying with all current legal requirements associated with cleaning, disinfecting, and infectious disease prevention.</td>
<td>GBAC Committee</td>
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<td></td>
<td>4.2. Updating all legal requirements associated with cleaning, disinfecting, and infectious disease prevention within the GBAC Procedures.</td>
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<td>4.3. Upholding federal, state, county, industry guidelines and local legal requirements (OSHA, CDC, WHO, EPA, Local Guidance, etc.)</td>
<td>GBAC Committee</td>
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<td>ELEMENT NUMBERS</td>
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<td>#5 Goals, Objectives and Targets</td>
<td>5.1. Review and confirm the TSJ GBAC goals.</td>
<td>GBAC Committee</td>
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<td></td>
<td>5.2. Establishing, documenting and reassessing GBAC goals and objectives to improve its performance regarding cleaning, disinfection, and infectious disease prevention practices.</td>
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<td>5.3. Discussing how to conform the goals and objectives with its contractors and vendors.</td>
<td>Facilities, Culinary, Security, Purchasing, Production</td>
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<td>5.4. Communicating the TSJ GBAC STAR Program to relevant parties.</td>
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<td>5.5. Identifying, facilitating and enhancing the cross-transfer and sharing of information as it pertains to the GBAC Star Certification and compliance with other TSJ certifications and programs (e.g., ISO 14001, LEED certification, etc.)</td>
<td>GBAC Committee</td>
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<td>#6 Program Controls and Monitoring</td>
<td>6.1. Responsible for checking audits and conducting visual inspections.</td>
<td>Facilities &amp; Culinary</td>
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<td>6.2. Assignment of the daily task list assignment for the Service Workers and for conducting Quality Control (QC) checks throughout the day.</td>
<td>Facilities, Culinary, Security &amp; Production</td>
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<td>6.3. Review of overall effectiveness monitor and control measures for the TSJ GBAC STAR Program.</td>
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<td>6.4. Review incidents and accidents within 24 hours of the occurrence. If an incident or accident is significant, they will be brought to the attention of the Security.</td>
<td>Security, HR</td>
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<td>#7</td>
<td>7.1. Maintaining, filling out, and reporting all documentation for the risk assessment and risk mitigation strategies.</td>
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<td>7.2. Maintain up-to-date information for the risk assessment within three (3) days from the beginning of the risk assessment process.</td>
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<td>7.3. Applicable parties to the risk assessment and risk mitigation. The applicable parties must maintain up-to-date information for the risk assessment within three (3) days from the beginning of the risk assessment process.</td>
<td>Facilities, Culinary and Production</td>
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<td>#8</td>
<td>8.1. Actively maintain, update, and approve of changes made to the SOPs in conjunction with the staff, management, and other applicable parties involved in the handling of the SOPs at the TSJ.</td>
<td>GBAC Committee</td>
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<td>8.2. Document any changes to the SOPs within a week when the changes occurred and will maintain up-to-date documentation for the TSJ facilities.</td>
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<td>8.3. Follow all CDC, Federal, State, Industry, and Local guidelines that are more pertinent and exhaustive than the guidelines stated in the documented SOPs and will appropriately document these changes within a week.</td>
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<td>#9 Tools and Equipment</td>
<td>9.1. Providing and maintaining an up-to-date tools, equipment, and lists to applicable parties used on site for cleaning, disinfection, and mitigation of the transmission of infectious disease.</td>
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<td>9.2. Providing and maintaining appropriate tools and equipment to their employees for cleaning, disinfection, and mitigation of the transmission of infectious disease.</td>
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<td>9.3. Responsible for evaluating existing tools and technologies as well as implementing new technologies and tools to add in the aid of increasing cleaning, disinfection, infectious disease prevention, automation, and increasing the efficacy and efficiency of said product.</td>
<td>Facilities, Culinary and Purchasing</td>
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<td>9.4. Maintaining this documentation and implementation.</td>
<td>Purchasing</td>
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<td>#10 Cleaning and Disinfection Chemicals</td>
<td>10.1. Abiding by all safety data sheets, labels, and the US Govt. EPA.</td>
<td>Purchasing, Facilities, Culinary and Production</td>
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<td>10.2. Maintain a list of all cleaning and disinfection chemicals and will make all relevant safety data sheets (SDS) and labels available to staff and other applicable parties.</td>
<td>Purchasing &amp; Security</td>
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<td>10.3. Responsible for providing appropriate chemicals and disinfectants for all surfaces and objects to be cleaned at the TSJ staff.</td>
<td>Purchasing, Facilities, Culinary and Production</td>
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<td>#11 Inventory Control and Management</td>
<td>11.1. Responsible for receiving, stocking, and issuing all bulk-ordered cleaning, maintenance supplies, equipment, and tools.</td>
<td>Purchasing</td>
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<td>11.2. Conducts vendor surveys to determine the availability of cleaning, disinfectants, maintenance, PPE, and emergency supplies. Also, it ensures that all purchased cleaning supplies and chemicals have a SDS on file, and makes it available to all employees.</td>
<td>Purchasing</td>
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<td>#11 (Continued)</td>
<td>11.3. Maintains a prescribed minimum stockage level, such that when the minimum on-hand threshold is reached, a specific re-order is placed to ensure that operational levels of cleaning and maintenance supplies are always available to meet and surpass tenant and visitor’s needs.</td>
<td>Purchasing, Facilities, Culinary, Security and Production</td>
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<tr>
<td>Inventory Control and Management</td>
<td>11.4. Requesting and maintaining a detailed list of inventory for tools, equipment, supplies, chemicals, PPE, disinfectants, and other products applicable to maintaining effective and safe infectious disease prevention and control protocols.</td>
<td>Facilities, Culinary, Security and Production</td>
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<td>11.5. Conduct quarterly audits and review the supply levels and equipment maintenance status of the tools and equipment.</td>
<td>Facilities, Culinary, Security and Production</td>
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<td>11.6. Maintain a contingency plan on what to do if certain PPE, cleaners, disinfectants, tools, and equipment run out and have adequate planning to ensure satisfactory amounts of products on hand.</td>
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<td>11.7. Maintain adequate supplies not only for routine activities and will also have adequate supplies for situations where there is a need to increase cleaning and disinfection for emergency operations in terms of infectious disease.</td>
<td>Purchasing</td>
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<td>11.8. Maintain a contingency plan that will have alternatives for primarily purchased supplies for the case that supplies will not be available due to a shortage.</td>
<td>Purchasing</td>
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<td>ELEMENT NUMBERS</td>
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<td>#12 Personal Protective Equipment</td>
<td>12.1. Train their employees to properly wear and use PPE.</td>
<td>Security, Facilities, Culinary, Production, HR</td>
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<td>#12 Personal Protective Equipment</td>
<td>12.2. Make the PPE procedure available for employees to reference throughout their shift.</td>
<td>Security, Facilities, Culinary, Production, HR</td>
<td><strong>Y</strong></td>
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<td>#12 Personal Protective Equipment</td>
<td>12.3. Continuously update the PPE procedure as needed within twenty-four (24) hours of changes based on Federal, State, Industry, or Local guidelines.</td>
<td>Security, Facilities, Culinary, Production, HR</td>
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<tr>
<td>#12 Personal Protective Equipment</td>
<td>12.4. Abide by and properly wear/use.</td>
<td>Security, Facilities, Culinary, Production, HR</td>
<td><strong>Y</strong></td>
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<td>#13 Waste Management</td>
<td>13.1. Review biohazard waste management plan to ensure compliance with local disposal requirements.</td>
<td>Security</td>
<td><strong>Y</strong></td>
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<td>#14 Personnel Training and Competency</td>
<td>14.1. Ensure that proper training, certifications, and competencies for the TSJ GBAC Program Committee.</td>
<td>GBAC Committee</td>
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<td>#14 Personnel Training and Competency</td>
<td>14.2. Ensure proper training, certifications, and competencies for the section staff, and contracted building cleaning services.</td>
<td>Security, Facilities, Production, Culinary &amp; HR</td>
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<td>#14 Personnel Training and Competency</td>
<td>14.4. Have effective procedures for ensuring the competence of personnel to carry out their designated functions.</td>
<td>Security, Facilities, Production, Culinary &amp; HR</td>
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<td>#14 Personnel Training and Competency</td>
<td>14.5. Assign team leaders to be in charge of monitoring and supervising new employees to ensure safety and competency.</td>
<td>Security, Facilities, Culinary &amp; Production</td>
<td><strong>Y</strong></td>
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<td>#15 Emergency Preparedness and Response</td>
<td>15.1. Discuss potential infectious disease hazards and mitigation strategies.</td>
<td>Security</td>
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<td>#15 Emergency Preparedness and Response</td>
<td>15.2. Review TSJ’s Infectious Disease Cleanup and mitigation procedures.</td>
<td>Security</td>
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<td>#15 Emergency Preparedness and Response</td>
<td>15.3. Approve all policies, procedures, and public (media) release of information concerning any emergency situations occurring on the property.</td>
<td>GBAC Committee &amp; Executive Senior Team</td>
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<td>#16</td>
<td>TSJ Infection Disease Prevention Practices</td>
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<td>16.1. Periodically review the Federal, State, County, CDC, and GBAC Convention Center infectious disease prevention protocols as updates become available.</td>
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<td>16.2. New or updated procedures will be implemented into the TSJ GBAC Elements.</td>
<td>GBAC Committee</td>
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<td>16.3. Updating GBAC documentation to reflect internal processes and procedures specific to the Infection Disease prevention protocols.</td>
<td>Security</td>
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<td>16.4. Reviewing administrative and engineering controls used to mitigate the spread of infectious disease (signage, temp. checks, sanitizer stations, etc.)</td>
<td>GBAC Committee</td>
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<td>16.5. Inspecting and following up on non-compliance issues as they arise in compliance with the audit and inspection procedures.</td>
<td>Security</td>
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<td>#17</td>
<td>Worker Health Program</td>
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<td>17.1. Review any new updates to the TSJ employee physical and mental health program. TSJ Leadership and Management will follow up with any employee concerns or request as they arise.</td>
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<td>17.2. Keeping GBAC documentation up-to-date for any changes or additions to the employee health program.</td>
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<td>17.3. Communicating any changes or additions to the TSJ worker health program in a timely manner to all employees.</td>
<td>HR</td>
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<td></td>
<td>17.4. Providing and using physical and mental health tools and resources, as needed, to mitigate undue harm from infectious disease exposure of its employees.</td>
<td>HR</td>
<td>✓</td>
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<tr>
<td>ELEMENT NUMBERS</td>
<td>TASK</td>
<td>RESPONSIBLE PARTY</td>
<td>DAILY</td>
<td>WEEKLY</td>
<td>MONTHLY</td>
<td>QUARTERLY</td>
<td>SEMI-ANNUAL</td>
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<tr>
<td>#18 Audits and Inspections</td>
<td>18.1. Audit the TSJ GBAC Program for compliance.</td>
<td>GBAC Committee</td>
<td></td>
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<td>✔️</td>
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<td></td>
<td>18.2. Provide supervision and assurance of all janitorial maintenance and cleaning.</td>
<td>Facilities &amp; Culinary</td>
<td>✔️</td>
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<td></td>
<td>18.3. Review the Federal, State, County, Industry, CDC, and TSJ GBAC protocols as updates become available. New or updated procedures will be implemented into the TSJ GBAC Program. Audit and inspection procedures will be updated to include any new procedures to ensure compliance.</td>
<td>GBAC Committee</td>
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<td>✔️</td>
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<td>18.4. Updating GBAC documentation to reflect internal processes and procedures to include the updated list of audits and inspections.</td>
<td>GBAC Committee</td>
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<td>✔️</td>
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<tr>
<td></td>
<td>18.5. Following the task list for all scheduled audits and inspections.</td>
<td>Facilities, Culinary, Production, Security, Engineering, Purchasing and HR</td>
<td>✔️</td>
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<td>18.6. Inspecting and following up on non-compliance issues as they arise in compliance with the GBAC Program internal and external audit and inspection procedures</td>
<td>GBAC Committee</td>
<td>✔️</td>
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<td>18.7. Conducting a GBAC program-wide internal audit annually</td>
<td>GBAC Committee</td>
<td>✔️</td>
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<td>18.8. Coordinating and following up on external GBAC Program audits, to include program review/recertification by ISSA’s GBAC STAR certification.</td>
<td>GBAC Committee</td>
<td>✔️</td>
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<tr>
<td>ELEMENT NUMBERS</td>
<td>TASK</td>
<td>RESPONSIBLE PARTY</td>
<td>DAILY</td>
<td>WEEKLY</td>
<td>MONTHLY</td>
<td>QUARTERLY</td>
<td>SEMI-ANNUAL</td>
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<tr>
<td>#19 Control of Suppliers</td>
<td>19.1. Testing and reviewing new products and services with applicable staff.</td>
<td>Facilities, Culinary, Security &amp; Production</td>
<td>✔️</td>
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<td></td>
<td>19.2. Providing the final evaluation and approval for products and services specific to the cleaning, sanitizing, and infectious disease prevention program.</td>
<td>Facilities &amp; Culinary</td>
<td>✔️</td>
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<td></td>
<td>19.3. Complying with the requirements set by the TSJ GBAC Procedures.</td>
<td>Purchasing</td>
<td>✔️</td>
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<td>19.4. Review and provide first approval for testing of products and services, TSJ GBAC Program Committee will also ensure that all products and services are evaluated and meet GBAC program requirements, such as training, competencies, certifications (where applicable), and use of cleaners, disinfectants, tools and equipment throughout TSJ properties.</td>
<td>Facilities, Culinary, Security &amp; Production</td>
<td>✔️</td>
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<td>19.5. Safety training for all new products or equipment to ensure employees capable of performing assigned tasks in a safe manner.</td>
<td>Facilities, Culinary, Security &amp; Production</td>
<td>✔️</td>
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<tr>
<td>#20 Documentation Management</td>
<td>20.1. Implementation of this procedure and to ensure all TSJ GBAC Program documents conform to a standard format, naming, numbering, revision, identification, and date.</td>
<td>GBAC Committee</td>
<td>✔️</td>
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<td></td>
<td>20.2. Ensuring that those handling GBAC Program documents are aware of their roles as it applies to document control, and that appropriate personnel are trained to be proficient at locating GBAC documents.</td>
<td>GBAC Committee</td>
<td>✔️</td>
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<td></td>
<td>20.3. Ensuring that all stakeholders with interests in policies, procedures, work instructions, or training for a given GBAC Program process are engaged in creating the documents used to govern that process.</td>
<td>GBAC Committee</td>
<td>✔️</td>
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</tbody>
</table>
Cleansing & Disinfectant Inspections

Visual Inspections

- **Facilities Team**
  - TSJ Facilities Managers and/or Supervisor will conduct visual inspection of work completed and quality by Attendants and Housemen. During inspection, Manager will evaluate quality of work, provide further instruction and/or conduct Coach & Counseling as necessary.

- **Culinary Team**
  - TSJ Culinary Management and/or Stewarding management will conduct visual inspection of work completed by Stewards. During inspection, management will evaluate quality of work, provide further instruction and/or conduct Coach & Counseling as necessary.

- **Production Team**
  - TSJ Production Director/Manager and/or House Steward will conduct visual inspection of work completed by Stagehands and/or Department Heads. During inspection, Production Director/Manager and/or House Steward will evaluate quality of work, provide further instruction and/or conduct Coach & Counseling as necessary.

Formal Inspections

- **Facilities Team**
  - TSJ Facilities Managers will conduct a random inspection of 10% on rotational basis of Convention Center where there is activation and 10% of Theaters on a bi-weekly basis, when venue is activated.
  - TSJ Facilities Manager and/or Supervisors will conduct UV/Black Light testing for post cleaning checks.

- **Culinary Team**
  - TSJ Culinary Management and/or Stewarding management will conduct a random inspection of 10% of Convention Center Kitchen cleaning schedules and 10% of each Theater Concession/Kitchen cleaning schedule on a bi-weekly basis, when theaters are activated.
  - TSJ Culinary management and/or Stewarding management will conduct UV/Black Light testing for post cleaning checks.

- **Production Team**
  - TSJ Production Management will conduct a random inspection of 10% of Convention Center Production Area cleaning schedules and 10% of each Theater’s Production area cleaning schedule on a bi-weekly basis, when venues are activated.
  - TSJ Production Management will conduct UV/Black Light testing for post cleaning checks.
INCIDENT REPORTING AND INVESTIGATIONS

TSJ Security Team maintains an onsite and 24/7 on-call security officer team to oversee all campus properties, respond to radio and hotline calls, follow-up with investigations, and documentation of Incident Reports related to health and safety, medical calls, security, property damage and theft.

**TSJ Investigative Method**

- Conduct a timely, fair, and thorough investigation that provides for appropriate due process.
- Use only a qualified and impartial manager(s) or consultant(s) to conduct an investigation.
- Document and track the complaint, investigation, and outcome.
- Maintain confidentiality throughout the investigation to the extent possible under the circumstances.
- Consider appropriate options for remedial actions and resolutions.
- Reach a reasonable conclusion based on the evidence collected.
TEAM SAN JOSE GBAC STAR™

TEAM SAN JOSE GBAC STAR™ 4.1
RISK ASSESSMENT AND RISK MITIGATION STRATEGIES

REQUIREMENT:
Facilities shall ensure that suitable methodologies for assessing and prioritizing risks are identified, implemented, maintained, and documented and are based on relevant hazards.

The identification and implementation of control measures shall be based on the results of the risk assessment. Control measures shall be designed to eliminate or mitigate risks to an acceptable level.

RISK ASSESSMENT MATRIX

The Matrix below is designed to mitigate ongoing and daily risks associated with high traffic, cross contamination, close quarter areas and other hazards involving infectious disease. Staff will utilize this matrix to determine the mitigation strategy areas based on location, risk assessment and hazards. The Risk Rating will determine mitigation strategies including but not limited to scheduling, frequency of cleaning, type of chemical, PPE requirements and disinfection methods. The matrix is to be utilized to protect all building occupants from the ongoing risk of infectious disease.

**Low Risk**
1. Light foot traffic with a limited number of persons accessing space.
2. Common areas, lobbies, offices, etc.
3. A normally scheduled cleaning via the Vertical and Horizontal Surfaces Cleaning / Disinfecting Procedure should be followed.
4. Routine follow-ups via the General Disinfecting Procedure (Disinfecting After Cleaning section) should be followed.

**Moderate Risk**
1. Medium foot traffic with gatherings of no more than 10 persons.
2. Breakrooms, locker rooms and smaller meeting room events, etc.
3. A more frequent scheduled cleaning via the Vertical and Horizontal Surfaces Cleaning & Disinfecting Procedure and/or Restroom Cleaning & Disinfecting Procedure should be followed.
4. Planned and routine follow-ups via the General Disinfecting Procedure should be followed.

**High Risk**
1. Heavy traffic with gatherings of more than 10 persons.
2. Restrooms, larger meeting room events, and conventions/performances.
3. The General Disinfecting Procedure (Disinfecting Prior to Cleaning section) must be followed.
4. Then Vertical and Horizontal Surfaces Cleaning / Disinfecting Procedure must be followed.
5. Then the General Disinfecting Procedure (Disinfecting After Cleaning section) must be followed.
# Team San Jose Risk Assessment - General

<table>
<thead>
<tr>
<th>Location</th>
<th>Area Description</th>
<th>Risk Rating</th>
<th>Hazards</th>
<th>Mitigation Strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hallways</td>
<td>FFE, F&amp;B Equipment, Electronics</td>
<td>Low</td>
<td>Heavy and Moving Objects, Noise, Electrocution, Slip/Fall</td>
<td>General Disinfecting Procedure</td>
</tr>
<tr>
<td>Docks</td>
<td>Forklifts, Electric Carts, FFE, Crate Storage</td>
<td>Low</td>
<td>Heavy and Moving Objects, Noise, Electrocution, Slip/Fall, Propane, Fire</td>
<td>General Disinfecting Procedure</td>
</tr>
<tr>
<td>Personal Offices</td>
<td>FFE, Electronics, Phone, Door Handle</td>
<td>Low</td>
<td>Electrocution, Cross Contamination, Infection, Touch Points</td>
<td>General Disinfecting Procedure</td>
</tr>
<tr>
<td>Storage Rooms</td>
<td>FFE, Electronics, Forklift, Electric Carts, Tools, Chemicals, Supplies</td>
<td>Low</td>
<td>Cross Contamination, Heavy and Moving Objects, Electrocution, Infection, Chemicals</td>
<td>General Disinfecting Procedure</td>
</tr>
<tr>
<td>Pre-function/Lobby(ies)</td>
<td>Elevators, Handrails, Door Handles, ATM's, FFE, Phones, Countertops, High Traffic, Stairs, Furniture, Escalators</td>
<td>Moderate</td>
<td>Heavy Furniture, Electronics, Touch Points, Chemicals, High Traffic, Infection, Slip/Falls</td>
<td>Vertical/Horizontal Cleaning and Disinfecting Procedure</td>
</tr>
<tr>
<td>Restrooms</td>
<td>Fixtures, Partitions, Dispensers, Vertical/Horizontal Surfaces, Mirrors, Door Handles, High Traffic</td>
<td>Moderate</td>
<td>Bodily Fluids, Cross Contamination, Infection, Close Quarters, Chemicals, Slip/Falls</td>
<td>Restroom Cleaning/Disinfecting Procedure</td>
</tr>
<tr>
<td>Shared Offices</td>
<td>FFE, Electronics, Phones, Door Handles, Water Cooler, Appliances</td>
<td>Moderate</td>
<td>Electrocution, Cross Contamination, Infection, Touch Points</td>
<td>Vertical/Horizontal Cleaning and Disinfecting Procedure</td>
</tr>
<tr>
<td>First Aid/Nursing Rooms</td>
<td>FFE, Refrigerator, Door Handle</td>
<td>Moderate</td>
<td>Disinfectant &amp; Sanitize</td>
<td>Vertical/Horizontal Cleaning and Disinfecting Procedure</td>
</tr>
<tr>
<td>LOCATION</td>
<td>AREA DESCRIPTION</td>
<td>RISK RATING</td>
<td>HAZARDS</td>
<td>MITIGATION STRATEGY</td>
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<tr>
<td>Meeting Spaces</td>
<td>FFE, Door Handles, High Traffic</td>
<td>High</td>
<td>High Traffic, Touch Points, Electronics, Infection</td>
<td>Vertical/Horizontal Cleaning and Disinfecting Procedure</td>
</tr>
<tr>
<td>F&amp;B Areas</td>
<td>FFE, Appliances, Service Ware, Condiments, Packaged and Exposed Food</td>
<td>High</td>
<td>Food Safe Chemicals, Infection, High Traffic, Chemical</td>
<td>Vertical/Horizontal Cleaning and Disinfecting Procedure</td>
</tr>
<tr>
<td>Locker Rooms</td>
<td>Lockers, FFE, Showers, Restrooms, Door Handles, Benches</td>
<td>High</td>
<td>Cross Contamination, Touch Points, Infection, Bodily Fluids, High Traffic, Close Quarters</td>
<td>Restroom Cleaning/Disinfecting Procedure</td>
</tr>
<tr>
<td>LOCATION</td>
<td>AREA DESCRIPTION</td>
<td>RISK RATING</td>
<td>HAZARDS</td>
<td>MITIGATION STRATEGY</td>
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<tr>
<td>Parking Garage</td>
<td>FFE, Elevators, Parking Booths, Vehicles, Stairs</td>
<td>Low</td>
<td>Heavy and Moving Objects, Fumes, Electrocution, Chemicals</td>
<td>General Disinfecting Procedure</td>
</tr>
<tr>
<td>Fly Floor / Grid</td>
<td>FFE, Ropes, Surfaces, Ladders Railing</td>
<td>Low</td>
<td>Low Traffic Area, Touch Points, Electronics, Infection</td>
<td>General Disinfecting Procedure</td>
</tr>
<tr>
<td>Dish Room</td>
<td>Cooking Equipment, Tools, Carts, Ladder Racks, Tables, Refrigerator, Chemicals</td>
<td>Moderate</td>
<td>Food Safe Chemicals, Infection, High Traffic, Chemical, Slip/Falls</td>
<td>Vertical/Horizontal Cleaning and Disinfecting Procedure</td>
</tr>
<tr>
<td>Exhibit Halls</td>
<td>FFE, Door Handles, High Traffic</td>
<td>High</td>
<td>High Traffic, Touch Points, Electronics, Infection</td>
<td>Vertical/Horizontal Cleaning and Disinfecting Procedure</td>
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<td>Cafeteria</td>
<td>Refrigerator, Tables, Chairs, Water Cooler, Microwave</td>
<td>High</td>
<td>High Traffic, Touch Points</td>
<td>Vertical/Horizontal Cleaning and Disinfecting Procedure</td>
</tr>
<tr>
<td>Concessions</td>
<td>FFE, Appliances, Service Ware, Condiments, Packaged and Exposed Food</td>
<td>High</td>
<td>Food Safe Chemicals, Infection, High Traffic, Chemical</td>
<td>Vertical/Horizontal Cleaning and Disinfecting Procedure</td>
</tr>
<tr>
<td>Main Kitchen, J Kitchen, Expansion Kitchen</td>
<td>Cooking Equipment, Tools, Carts, Ladder Racks, Tables, Refrigerator, Sharp Objects</td>
<td>High</td>
<td>Food Safe Chemicals, Infection, High Traffic, Chemical, Cross Contamination, Slip/Falls</td>
<td>Vertical/Horizontal Cleaning and Disinfecting Procedure</td>
</tr>
<tr>
<td>Coffee Kiosk</td>
<td>FFE, Appliances, Service Ware, Condiments, Packaged and Exposed Food</td>
<td>High</td>
<td>Food Safe Chemicals, Infection, High Traffic, Chemical</td>
<td>Vertical/Horizontal Cleaning and Disinfecting Procedure</td>
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<tr>
<td>LOCATION</td>
<td>AREA DESCRIPTION</td>
<td>RISK RATING</td>
<td>HAZARDS</td>
<td>MITIGATION STRATEGY</td>
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<tr>
<td>Fly Floor / Grid</td>
<td>FFE, Ropes, Surfaces, Ladders Railing</td>
<td>Low</td>
<td>Low Traffic Area, Touch Points, Electronics, Infection</td>
<td>General Disinfecting Procedure</td>
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<tr>
<td>Wardrobe Areas</td>
<td>FFE, Appliances, Costumes and Linens, Door Handles, Surfaces</td>
<td>Moderate</td>
<td>Electrocution, Cross Contamination, Infection, Touch Points</td>
<td>Vertical/ Horizontal Cleaning and Disinfecting Procedure</td>
</tr>
<tr>
<td>Vomitories / Foyers</td>
<td>FFE, Curtains, High Traffic</td>
<td>Moderate</td>
<td>High Traffic, Touch Points, Electronics, Infection</td>
<td>Vertical/ Horizontal Cleaning and Disinfecting Procedure</td>
</tr>
<tr>
<td>Sound &amp; Lighting Booths</td>
<td>FFE, Electronics, Phones, Door Handles, Appliances, Surfaces</td>
<td>Moderate</td>
<td>Electrocution, Cross Contamination, Infection, Touch Points</td>
<td>Vertical/ Horizontal Cleaning and Disinfecting Procedure</td>
</tr>
<tr>
<td>Theater Box Offices</td>
<td>FFE, Electronics, Phones, Door Handles, Appliance, Surfaces</td>
<td>Moderate</td>
<td>Electrocution, Cross Contamination, Infection, Touch Points</td>
<td>Vertical/ Horizontal Cleaning and Disinfecting Procedure</td>
</tr>
<tr>
<td>Stage</td>
<td>FFE, High Traffic, Lifts, Truss, Fixtures, Electronics, Set Designs</td>
<td>Moderate</td>
<td>High Traffic, Touch Points, Electronics, Infection</td>
<td>Vertical/ Horizontal Cleaning and Disinfecting Procedure</td>
</tr>
<tr>
<td>Backstage Areas</td>
<td>FFE, Door Handles, High Traffic, Lifts, Truss, Fixtures, Electronics, Set Designs</td>
<td>Moderate</td>
<td>High Traffic, Touch Points, Electronics, Infection</td>
<td>Vertical/ Horizontal Cleaning and Disinfecting Procedure</td>
</tr>
<tr>
<td>Theater Auditoriums</td>
<td>FFE, Door Handles, High Traffic</td>
<td>High</td>
<td>High Traffic, Touch Points, Electronics, Infection</td>
<td>Vertical/ Horizontal Cleaning and Disinfecting Procedure</td>
</tr>
<tr>
<td>Concessions</td>
<td>FFE, Appliances, Service Ware, Condiments, Packaged and Exposed Food</td>
<td>High</td>
<td>Food Safe Chemicals, Infection, High Traffic, Chemical</td>
<td>Vertical/ Horizontal Cleaning and Disinfecting Procedure</td>
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EIGHT-STEP RISK MANAGEMENT PLAN

Team San Jose will be enhance Risk Assessment and Mitigation strategies in conjunction with the Safety Committee, a multi-disciplinary team with oversight of the GBAC Master Plan. TSJ facilities are currently closed for public events and only operating for essential business purposes. TSJ is working on a reopening timeline, over the next 6 to 9 months, as the county issues orders allowing for business sectors to reopen. TSJ will utilize the Eight-Step Risk Management Plan and Risk Assessment Tool as a guide and opportunity to actively introduce the program to team members.

STEP 1  Assemble a multi-disciplinary review team.

STEP 2  Establish goals and objectives for reducing risk; reduce pathogen transmission.
- Use a SMART goals approach.
- Consider restoring certain services by a certain date and then maintaining them.

STEP 3  Describe the flow and user experience for the event.
- Describe the user experience from arrival at the convention center/theater and through various functional locations throughout the venue(s).

STEP 4  Identify the hazards.
- Identify space type and location in the building.
- Identify primary biological hazard (e.g. SARS-CoV-2 virus)
- Identify secondary hazards: physical, chemical, biological, and psychological.

STEP 5  Characterize the potential risk.
- Provide short description of risk characterization.
- Determine occupant risk level for employees and patrons.
- Determine activity risk level.
- Using risk characterization (description, occupant, and activity) the team determines if the risk is significant for each hazard identified at each facility.

STEP 6  Using the hierarchy of controls, identify controls for each hazard determined in Step 4.
- Elimination – Can the hazard be physically removed?
- Substitution – Can the hazard be replaced?
- Engineering Controls – Isolate people from the hazard.
- Administrative Controls – Change the way people work.
- PPE - Establish policies and procedures for each hazard.

STEP 7  Verify system hazard controls.
- Describe protocols to verify that the controls as designed are maintained.
- Maintain a log for cleaning and disinfection of surfaces.

STEP 8  Validate system hazard controls.
- Assess whether actual controls are performing to meet the design intent.
- Perform testing to determine whether actual applied controls are performing to meet design intent.
TEAM SAN JOSE GBAC STAR™ 4.2
STANDARD OPERATING PROCEDURES (SOP)

Requirement:

The facility shall establish internal standard operating procedures (SOPs) for cleaning, disinfection and infectious disease prevention work practices.

Standard Operating Procedures (SOP) should be established and developed specific to activities and processes within the facility, especially for routine activities associated with cleaning, disinfection, and infectious disease prevention programs.

STANDARD OPERATING PROCEDURES
The following SOPs were written per the documentation control procedures specific to our GBAC Master Plan. Additionally, existing SOPs pertaining to specific department health and sanitation practices have been included in the Appendix C. All procedures will be maintained, updated regularly, and distributed for training of all employees specified.

SOPs

<table>
<thead>
<tr>
<th>PROCEDURE #</th>
<th>APPENDIX #</th>
<th>SUBJECT</th>
</tr>
</thead>
<tbody>
<tr>
<td>GBAC-01 C-1</td>
<td>Personal Protective Equipment (PPE)</td>
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<tr>
<td>GBAC-02 C-2</td>
<td>Donning &amp; Doffing PPE for Decontamination Cleaning and Whole Room Disinfection</td>
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<tr>
<td>GBAC-03 C-3</td>
<td>Spill Cleaning (Non-Hazardous and Hazardous)</td>
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<td>GBAC-04 C-4</td>
<td>Horizontal &amp; Vertical Cleaning Procedure</td>
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<td>GBAC-05 C-5</td>
<td>Restroom Cleaning and Disinfecting Procedures</td>
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<tr>
<td>GBAC-06 C-6</td>
<td>General Disinfecting &amp; Basic Touchpoint Cleaning for Disinfecting Procedure</td>
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<tr>
<td>GBAC-07 C-7</td>
<td>Personal Hygiene &amp; Hand Washing Practices</td>
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<td>GBAC-08 C-8</td>
<td>Shared Equipment Disinfecting</td>
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<tr>
<td>GBAC-09 C-9</td>
<td>UV Light Checking Procedures</td>
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<td>GBAC-10 C-10</td>
<td>Electrostatic Disinfectant Cleaning</td>
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<td>FA-51 C-11</td>
<td>Carpet Extract Cleaning</td>
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<tr>
<td>FA-54 C-12</td>
<td>Theaters Dressing Room &amp; Room Turn Disinfecting</td>
<td></td>
</tr>
</tbody>
</table>

COMPANY POLICIES
The following is a list of existing Team San Jose policies that are actively maintained, updated, and redistributed for regular training on company health and sanitation practices:

- Illness, Injury & Prevention Policy
- Exposure Control Program
- Blood Borne Pathogens Program
- Coronavirus and Flu Company Memo
- Employee Guide
- Employee COVID-19 Preparedness Training
# Team San Jose SOP Template

<table>
<thead>
<tr>
<th><strong>Subject</strong></th>
<th>Include a title that defines the SOP.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Procedures</strong>&lt;sup&gt;#&lt;/sup&gt;</td>
<td>Assign an SOP number. The first two (2) letters reflect the department issuing the SOP (i.e. FA – Facilities). The next digits are numeric in sequential order for the number of SOP’s issued by that Department. Place a period and assign the revision number (ex. FA-5).</td>
</tr>
<tr>
<td><strong>Issued/Revision Date</strong></td>
<td>Enter the date that the SOP was issued and/or revised (Example: 12-07-2019).</td>
</tr>
<tr>
<td><strong>Responsibility</strong></td>
<td>List Departments and/or Sub-Departments responsible for adhering to procedures.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>State the purpose of the SOP including the specific audience (user) in one or two sentences. Include information about process and regulatory standards, and both desirable and undesirable consequences.</td>
</tr>
</tbody>
</table>
| **Procedure** | List and explain the process steps in sequential order in which an SOP user should perform the steps:  
- Provide a more detailed explanation if a reader needs more information to fully understand the reason for performing a step.  
- When an SOP is time-dependent, indicate the times clearly.  
- When a step depends on informational input (data), include the source, reference document number, and date if possible.  
- Incorporate any criteria, checklists, work instructions, or process flow charts if applicable. |
| **Department Head Approval** | The Department Heads (VP or Director) who is ultimately responsible should be listed and sign that the issued/revised procedures has been acknowledged and ready for distribution to those responsible for carrying out the policy. |
TEAM SAN JOSE GBAC STAR™
07/22/2020

TEAM SAN JOSE GBAC STAR™ 4.3
TOOLS AND EQUIPMENT

REQUIREMENT:
Team San Jose shall select and provide cleaning and disinfection tools and equipment based on the facility needs and ongoing risk assessment program.

TSJ evaluates existing technologies and considers implementation of those that can automate or increased efficacy and efficiency when increasing cleaning, disinfection, and infectious disease prevention strategies and processes. Technologies to consider, but are not limited to electrostatic sprayers, automation, robotics, validation meters, microfiber, touchless or powered versions of common tools, and single-use / disposable items for reduced cross-contamination.

Team San Jose uses the following equipment in the cleaning and disinfection process.

TOOLS & EQUIPMENT

<table>
<thead>
<tr>
<th>TOOL / EQUIPMENT NAME</th>
<th>ITEM DESCRIPTION</th>
<th>VENUE USE CASE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electrostatic Sprayer</td>
<td>Victory VP300ES Cordless Backpack &amp; Handheld Sprayer – These devices spray a fine mist and electrically release charged particles. The charged particles then have an increased attraction to surfaces. This results in the spray “sticking” to surfaces, including round and hard to reach surfaces. TSJ owns 2 Gallon Tanks with cordless operation for better mobility.</td>
<td>Large area disinfection such as touch points, public furniture, restrooms, offices, convention center meetings rooms, exhibit halls, theaters, hallways, pre-function areas, SMO, back hallways</td>
</tr>
<tr>
<td>Hand Trigger Sprayer</td>
<td>A basic tool for every custodial operation, these handheld sprayers are usable for direct spray applications for a wide variety of solutions. Typically, multiple bottles are deployed with custodial staff members.</td>
<td>Many and varied uses – Disinfect carpet areas</td>
</tr>
<tr>
<td>Microfiber Hand Cloths</td>
<td>Microfiber cloths critical to help “lift” away soil from a surface versus a paper towel “pushing” soil around a surface.</td>
<td>Many and varied uses when combined with trigger sprayers. These will be used for general cleaning, cleaning windows / partitions, and disinfecting touchpoints with appropriate chemistry.</td>
</tr>
<tr>
<td>Disposable Pre-Moistened Disinfecting Wipes</td>
<td>Disposable wipes significantly reduce the logistics and supply chain challenges associated with traditional hand cleaning methods at scale (distribution and collection of spray bottles, cloths, etc.).</td>
<td>Touchpoint cleaning / disinfecting in public spaces, shared equipment wipe down (back of house)</td>
</tr>
<tr>
<td><strong>TOOL / EQUIPMENT NAME</strong></td>
<td><strong>ITEM DESCRIPTION</strong></td>
<td><strong>CONVENTION CENTER USE CASE</strong></td>
</tr>
<tr>
<td>--------------------------</td>
<td>----------------------</td>
<td>--------------------------------</td>
</tr>
<tr>
<td>Microfiber Flat Mop</td>
<td>Similar to a microfiber hand cloth, these mops lift dirt and trap it in the fibers. These are generally lighter, easier to use, and more sanitary than a standard mop. These mops also eliminate the need to use a traditional mop bucket.</td>
<td>Floor mopping in restrooms, offices, break rooms, kitchens, etc.</td>
</tr>
<tr>
<td>Hand Sanitizer Dispenser</td>
<td>GP EnMotion Battery-operated touch free hand sanitizer dispensers</td>
<td>When mounted to a mobile stand, these devices can be deployed in high traffic areas and support the use of hand washing stations.</td>
</tr>
<tr>
<td>Floor Scrubber</td>
<td>Multiple models / manufacturers use rotating brush agitation, and water reclamation to clean the flooring surface. These machines are not typically used in the disinfection procedure.</td>
<td>Exhibit Hall concrete, terrazzo, polished concrete hallways and other solid surface floor care</td>
</tr>
<tr>
<td>Upright Vacuum Cleaner</td>
<td>Standard custodial equipment. TSJ owns multiple models from multiple manufacturers.</td>
<td>Daily Carpet maintenance. Walk off mat maintenance</td>
</tr>
<tr>
<td>Backpack Vacuum Cleaner</td>
<td>Standard custodial equipment. TSJ owns multiple models from multiple manufacturers.</td>
<td>Daily Carpet / hard floor maintenance. Walk off mat maintenance</td>
</tr>
<tr>
<td>Wide Area Vacuum Cleaner</td>
<td>TSJ owns Tennant Wide Space vacuum used for high production carpet vacuuming. These are self-propelled for each of use.</td>
<td>High Volume daily Carpet Maintenance</td>
</tr>
<tr>
<td>Ride on Vacuum Cleaner</td>
<td>TSJ owns Tennant Ride-on vacuum cleaners.</td>
<td>High Volume daily Carpet Maintenance</td>
</tr>
<tr>
<td>Ride-on Carpet Extractor</td>
<td>These are used for deep cleaning carpets. TSJ owns multiple models from manufacturers.</td>
<td>Large volume carpet interim maintenance</td>
</tr>
</tbody>
</table>
TEAM SAN JOSE GBAC STAR™ – 4.4
CLEANING AND DISINFECTION CHEMICALS

REQUIREMENT:
Cleaning and disinfection chemicals are selected based on the facility needs and ongoing risk assessment program.

Cleaning and disinfectant chemicals shall be appropriate for the area and objects being treated, the environment surrounding the area, and the infectious agent in question. Consideration for safety (risk assessment) and environmental impact shall be taken into consideration as applicable and appropriate.

Facilities and service providers must ensure that the cleaning and disinfectant product is approved by their local government for the infectious agent in question. In the United States, this is the Environmental Protection Agency (EPA). As an example, for SARS-CoV-2/COVID19, the disinfectant must be on the EPA N List. The facility shall maintain a list of cleaning and disinfection solutions and make all relevant safety data sheets available.

MSDS SHEETS
A comprehensive list of all chemicals used by Team San Jose staff is maintained through the Team San Jose General Purchasing & Warehouse Division. All Material Safety Data Sheets (MSDS) are maintained by each Department Head as follows:
- Facilities – MSDS sheets are stored on file with Security.
- Kitchen – MSDS sheets are stored on file with Executive F&B Team.
- Production – MSDS sheets are stored on file with Security.

EPA N LIST PRODUCTS
The following products have been evaluated and chosen for use during the COVID-19 outbreak based on these parameters.
- Meets EPA N List guidance for emerging pathogens.
- Lowest level of toxicity given the use case.
- Supply chain reliability.

<table>
<thead>
<tr>
<th>MANUFACTURER</th>
<th>PRODUCT NAME</th>
<th>&quot;GREEN&quot; PRODUCT?</th>
<th>EPA REGISTRATION NUMBER</th>
<th>EPA N LIST?</th>
<th>DWELL TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supply works</td>
<td>Biosque Botanical Disinfectant Solution</td>
<td>No</td>
<td>157263</td>
<td>Yes</td>
<td>5 Minutes</td>
</tr>
<tr>
<td>Clorox</td>
<td>Clorox Germicidal Wipes</td>
<td>No</td>
<td>67619-12</td>
<td>Yes</td>
<td>3 Minutes</td>
</tr>
<tr>
<td>Diversey</td>
<td>Signet Neutral Disinfectant</td>
<td>No</td>
<td>10324-141</td>
<td>Yes</td>
<td>10 Minutes</td>
</tr>
</tbody>
</table>
INVENTORY CONTROL AND MANAGEMENT

**REQUIREMENT:**
The facility shall identify supplies, tools, and equipment associated with cleaning, disinfection, and infectious disease prevention activities and ensure that monitoring and control measures shall be applied to ensure supplies, tools, and equipment are available and maintained and contingency plans are in place.

**INVENTORY MANAGEMENT**

At Team San Jose, inventory management related to infection control supplies and equipment falls to three parties, the Purchasing Department, Facilities Department (custodial team), and the Kitchen Department (stewards). Items noted in this section are stored in one of the following areas:

1. Purchasing East Warehouse (Convention Center)
2. Facilities West Warehouse (Convention Center)
3. Main Kitchen (Convention Center)
4. Housekeeping Supply Rooms (Convention Center and Theaters)
5. Backstage Supply Rooms (Convention Center and Theaters)

Below is a detailed breakdown of the responsibilities of each party.

**Facilities Team:**
- Facilities Supervisor to fill requisition in the West Warehouse.
- Facilities Supervisor to hand over requisition to Purchasing Manager.
- Purchasing Manager to place order with the vendor.
- On the arrival of delivery Purchasing Manager to verify order.
- Delivery items are transported to West Warehouse for storage.
- Facilities staff deploys product and/or equipment on an as needed basis to Housekeeping Supply Rooms and Backstage Supply Rooms.

**Culinary Team:**
- Culinary Stewarding Supervisor to fill requisition in the East Warehouse.
- Culinary Stewarding Supervisor to hand over requisition to Purchasing Manager.
- Purchasing Manager to place order with the vendor.
- On the arrival of delivery Purchasing Manager to verify order.
- Delivery items are transported to East Warehouse or Main Kitchen for storage.
- As needed Stewarding division will pull chemicals and transport to designated areas.
The items below are critical to the execution of this plan and are tracked and inventoried.

**INVENTORY MANAGEMENT**

<table>
<thead>
<tr>
<th>TYPE</th>
<th>ITEM</th>
<th>ON SITE INVENTORY</th>
<th>ESTIMATED WEEKS SUPPLY</th>
<th>CURRENT LEAD TIME</th>
<th>CONTINGENCY PRODUCT (IF NOT AVAILABLE)</th>
<th>STORAGE LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tools / Equipment</td>
<td>Electrostatic Sprayer</td>
<td>Qty: 2 in-stock</td>
<td>N/A</td>
<td>2 Months</td>
<td>Hand Cleaning With Disinfectant</td>
<td>West Warehouse</td>
</tr>
<tr>
<td></td>
<td>2 Backpack &amp; 2 Handheld To Be Delivered</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>July End</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tools / Equipment</td>
<td>Hand Trigger Sprayer</td>
<td>Qty: 2</td>
<td>N/A</td>
<td>2 Weeks</td>
<td>Pump Sprayer</td>
<td>West Warehouse</td>
</tr>
<tr>
<td>Tools / Equipment</td>
<td>Microfiber Hand Cloths</td>
<td>Qty: 5 Packs</td>
<td>N/A</td>
<td>N/A</td>
<td>Paper Towel</td>
<td>West Warehouse</td>
</tr>
<tr>
<td>Tools / Equipment</td>
<td>Hand Sanitizer Dispenser</td>
<td>Qty: 30</td>
<td>N/A</td>
<td>1 Month</td>
<td>Hand Washing Station</td>
<td>West Warehouse</td>
</tr>
<tr>
<td>Cleaning / Disinfectant</td>
<td>Cleaner Floor Sanitizing Wash N Walk</td>
<td>7 Each</td>
<td>6 Months</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(Green)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleaning / Disinfectant</td>
<td>Sanitizer Oasis 146 Multi Quat</td>
<td>27 Each</td>
<td>1+ year</td>
<td>N/A</td>
<td>N/A</td>
<td>Main Kitchen/ Expansion Kitchen/</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Stewarding Warehouse/ Kitchen</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Bathroom</td>
</tr>
<tr>
<td>Cleaning / Disinfectant</td>
<td>Rinse Aid Additive Smartpower (Turquoise</td>
<td>13 Each</td>
<td>9 Months</td>
<td>N/A</td>
<td>N/A</td>
<td>Main Kitchen/ Expansion Kitchen/</td>
</tr>
<tr>
<td></td>
<td>Pill)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Stewarding Warehouse/ Kitchen</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Bathroom</td>
</tr>
<tr>
<td>Type</td>
<td>Item</td>
<td>On Site Inventory</td>
<td>Estimated Weeks Supply</td>
<td>Current Lead Time</td>
<td>Contingency Product (If Not Available)</td>
<td>Storage Location</td>
</tr>
<tr>
<td>---------------------</td>
<td>-------------------------------------------</td>
<td>-------------------</td>
<td>------------------------</td>
<td>-------------------</td>
<td>----------------------------------------</td>
<td>-----------------------------------</td>
</tr>
<tr>
<td>Cleaning / Disinfectant</td>
<td>Clorox Germicidal Wipes</td>
<td>12 Each</td>
<td>3 Months</td>
<td>N/A</td>
<td>N/A</td>
<td>Main Kitchen/ Expansion Kitchen/ Stewarding Warehouse/Kitchen Bathroom</td>
</tr>
<tr>
<td>Cleaning / Disinfectant</td>
<td>Signet Neutral Disinfectant On Need</td>
<td>Ecolab Fills On Need</td>
<td>N/A</td>
<td>Ecolab Fills On Need</td>
<td>N/A</td>
<td>Main Kitchen/ Expansion Kitchen</td>
</tr>
<tr>
<td>Cleaning / Disinfectant</td>
<td>Clorox Disinfectant Wipes</td>
<td>36 Each</td>
<td>4 Month</td>
<td>N/A</td>
<td>Spray Bottles</td>
<td>West Warehouse</td>
</tr>
<tr>
<td>Cleaning / Disinfectant</td>
<td>Bioesque Botanical Disinfectant Solution</td>
<td>110 Gallons</td>
<td>8 Months</td>
<td>N/A</td>
<td>N/A</td>
<td>West Warehouse</td>
</tr>
</tbody>
</table>
TEAM SAN JOSE GBAC STAR™
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TEAM SAN JOSE GBAC STAR™ 4.6
PERSONAL PROTECTIVE EQUIPMENT (PPE)

REQUIREMENT:
The facility shall ensure that suitable selection, provision, use and maintenance of PPE, is specified based on the risk assessments.

The facility shall make PPE available and provide appropriate training for the use of PPE to relevant personnel.

BASIC PERSONAL PROTECTIVE EQUIPMENT (PPE)

Team San Jose maintained following inventory PPE across all properties and departments within the Convention Center and Theaters.

<table>
<thead>
<tr>
<th>PPE ITEM</th>
<th>ITEM DESCRIPTION</th>
<th>USE CASE</th>
<th>INVENTORY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pleated &quot;Surgical Type&quot; Mask</td>
<td>Disposable pleated facemask</td>
<td>Current guidance from CDC suggests that Cloth Face Coverings (or similar masks) be worn by all eligible personnel while in areas where social distancing is not possible.</td>
<td>1,850 each</td>
</tr>
<tr>
<td>N95 (or equivalent) Respirator</td>
<td>Disposable respirator with built in filter</td>
<td>For use in circumstances where particles from grinding, sanding, sweeping, sawing, bagging, or processing minerals. Also for use for liquid or non-oil-based particles from sprays that do not also emit oil aerosols or vapors.</td>
<td>3,000 each</td>
</tr>
<tr>
<td>Nitrile Gloves</td>
<td>Nitrile gloves used for basic hand protection</td>
<td>Standard issue gloves for use in workplace for protection.</td>
<td>10,000</td>
</tr>
<tr>
<td>Leather Work Gloves</td>
<td>Leather heavy duty work gloves</td>
<td>Physical hand protection from rough work materials such as wood, glass, metal, or landscape material.</td>
<td>110</td>
</tr>
<tr>
<td>Splash / Impact Resistant Goggles</td>
<td>Chemical Splash/Impact Resistant Safety Goggles</td>
<td>The chemical/product being used and the method of product delivery/dispersion may require the use of goggles.</td>
<td>60</td>
</tr>
<tr>
<td>PPE Item</td>
<td>Item Description</td>
<td>Use Case</td>
<td>Inventory</td>
</tr>
<tr>
<td>--------------------</td>
<td>-------------------------------------------------------</td>
<td>--------------------------------------------------------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>Coveralls</td>
<td>Full body, hooded, footed coveralls</td>
<td>The chemical/product being utilized, and the method of product delivery/dispersion may require the use of coveralls. Additionally, CDC guidance related to “terminal cleaning” spaces recommends an individual with a confirmed case of COVID-19 or an individual expected to have been exposed to COVID-19 may require coveralls.</td>
<td>24</td>
</tr>
<tr>
<td>Shoe Covers</td>
<td>Shoe covers for protection</td>
<td>For use in areas where spray is conducted.</td>
<td>20</td>
</tr>
<tr>
<td>Hearing Protection</td>
<td>Disposable individually wrapped foam ear plugs</td>
<td>When performing a work task in which employees may be exposed to excessively loud or prolonged periods of elevated noise, hearing protection is used.</td>
<td>200</td>
</tr>
</tbody>
</table>
TEAM SAN JOSE GBAC STAR™ 4.7
WASTE MANAGEMENT

REQUIREMENT:
The facility shall establish and maintain an appropriate waste management policy for waste that may be contaminated with infectious materials.

Team San Jose has two Waste Management Policies set forth to mitigate both internal and external infectious waste.

**TSJ INTERNAL INFECTIOUS WASTE MANAGEMENT POLICY**

**PURPOSE:**
Team San Jose (TSJ) has developed and implemented a comprehensive internal and external Infectious Waste Management Policy and Standards. The management policy serves as a comprehensive guide on how biological and infectious waste can be managed at every level of business operation. Doing this can significantly reduce the risk of health issues and other concerns that may arise whenever improper waste handling and disposal occurs. A sustainable waste management policy ensures a safe and pristine operating environment for internal & external clients, patrons, customers, and TSJ.

**SCOPE:**
The internal policy scope covers all activities at TSJ managed venues and its integration with TSJ, customers, patrons, business partners other stakeholders, and the environment at large. In short, TSJ’s Infectious Waste Policy and Standards applies to all TSJ employees and its contracted services.

**POLICY STATEMENT:**
The internal policy ensures that TSJ’s internal Infectious waste management standards are implemented through accredited sanitation protocols - pre & post assessment process, proper removal and disposition of biological and infectious contaminates, well documented cleaning and disinfecting procedures to provide the safest and the best possible workspace environment.

**DEFINITION:**
Infectious waste defines refuse which may cause infectious human disease and may reasonably be suspected of items contaminated with human pathogenic organisms transmitted through sharps, solid waste, blood, saliva, or other bodily substances, or those actually or potentially infected with pathogenic material that may pose a significant threat or risk to human health.
PROCEDURES:
Please reference TSJ’s Internal Waste Management Policy below.

- **Infectious waste (i.e. sharps, and human pathogenic waste)** generated by contracted third party operators (i.e. a vendor service provider) will be handled directly and appropriately by their designated waste management contractor(s). This waste material will require separate storage and disposal which is the responsibility of the contractor.

- **The TSJ team members** who may be potentially required to address (treatment, collection, containment and disposal) infectious waste material(s) will receive quarterly (4x per calendar Yr.) training on the Infectious Waste Management Policy, Standard Operating Procedures (SOP) and the ISSA/GBAC accredited bio-safety controls and procedures.
  
  - TSJ Team Members are to treat all sharps and human pathogenic waste and its material collection and disposition as if it were potentially harmful infectious waste.
  
  - Removal of infectious waste material must be separated from other waste streams and placed into designated bags and containers that are ‘red’ or ‘orange’ in color or feature the universally recognized biohazard symbol.
  
  - Sharps will be segregated and collected in plastic needle boxes. Sharps include all items of glass, needles, and blades. Sharps containers will not be filled over ¾ full and the containers’ lids will always be tightly secured.
  
  - Designate infectious waste collection area(s) with color coordinated bins and appropriate signage. Tag the bins with universal waste tags. Set up a disposition program with a qualified waste collection and disposal vendor (i.e. Stericycle).
  
  - Always utilize the [ISSA/GBAC Response Protocol] – pre-risk assessment, what PPE will you use, what disinfectant will you use, remember to document the date, time and length for the work, what equipment was used and how many rooms were cleaned, disinfected and sanitized. Consistent and proper documentation is key.
  
  - TSJ Team Members must follow the TSJ PPE guidelines and the use of appropriate tools such as a facemask (an N-95 grade or a higher level of respiratory protection), eye protection or a face shield, disposable gloves, disposable bonnet covers, gown covering, shoe covering, tongs or other applicable safety equipment, whenever possible.
  
  - Blood Borne Pathogen (BBP) OSHA/ANSI Standard Clean UP Kits have been strategically placed throughout key areas in TSJ venues for ease of accessibility and use:
    - Security/Control
    - Exhibit Halls
    - Meeting spaces
    - Facilities
    - Operations
    - F&B
    - Kitchens
    - Administration
- HR
- Theatres – administration areas
- Back of House
- Temporary EMT stations – event(s) related

- Infectious waste along with the collateral waste generated during load reduction, cleaning, disinfection, and sanitization must be stored in appropriate highly visible and safe containers to prevent leakage and adverse impact from weather, pest, animals and the general public.

- Disposal of all regulated infectious waste material(s) shall be in accordance with applicable Federal, State, and local municipal regulations and be disposed of at facilities that are permitted to accept such material(s).

- When deemed necessary, TSJ will employ a professional vendor (i.e. Stericycle, etc.) for proper cleaning, decontamination and disposal for infectious waste left from a show or an event, for a large spill or a substantial load reduction that cannot be safely handled in house or a situation where there is a potentially infectious or a primary exposure from a person know to have SARS-CoV2 or other infectious diseases.
**TSJ EXTERNAL INFECTIOUS WASTE MANAGEMENT POLICY**

**PURPOSE:**
Team San Jose (TSJ) has developed and implemented a comprehensive external and internal Infectious Waste Management Policy and Standards. The management policy serves as a comprehensive guide on how infectious waste can be managed at every level of business operation. Doing this can significantly reduce the risk of health issues and other concerns that arise whenever improper waste handling and disposal occurs. A sustainable waste management policy ensures a safe and pristine operating environment for external & internal clients, patrons, customers, and TSJ.

**SCOPE:**
The external policy scope covers all activities at TSJ venues and its integration with TSJ, customers, patrons, business partners, other stakeholders, and the environment at large. In short, TSJ’s Infectious Waste Policy and Standards applies to all the TSJ clients, show & event management, their contractual parties, and show & event volunteers.

**POLICY STATEMENT:**
The external policy states the Client will be responsible for the comprehensive coordination of all on-site infectious waste activities. TSJ staff will not be responsible or participate in the pre/post risk assessment process, proper removal and disposition of infectious waste contaminates, and cleaning, disinfecting, and sanitizing procedures for any event related contracted location.

**DEFINITION:**
Infectious waste defines refuse which may cause infectious human disease and may reasonably be suspected of items contaminated with human pathogenic organisms transmitted through sharps, solid waste, blood, saliva, or other bodily substances, or those actually or potentially infected with pathogenic material that may pose a significant threat or risk to human health.

**PROCEDURES:**
Please reference the TSJ’s external Waste Management Policy below.

- **Security – Client**
  - TSJ requires the contracted spaces have restricted access.
  - TSJ requires the Client to establish a ‘static show security post’ specifically for protecting contracted area(s) and its associated assets from contact or handling of infectious waste material(s).
o TSJ requires all event related bulk infectious waste generation must be properly collected and secured in a lockable box truck or a trailer until the Clients preferred waste disposal hauler removes the contents from various TSJ venues, upon the conclusion of each day.

- **TSJ Property & Physical Assets**
  o **Floors** - TSJ requires that Client secure and place a transparent adhesive self-apply carpet protector sheet over contract floor space. A second protective plastic sheeting is required over the first covering. At termination of the event, all plastic sheet coverings will be disposed of as part of the final infectious waste bulk collection and disposal. TSJ further requires that Client will be responsible for the sole cost of professionally cleaning and sanitizing the contracted floor space if the protective barriers are compromised.
  
  o **Tables** - TSJ requires that Client will secure in place tabletop plastic sheet coverings within the contracted space. At termination of the event, all plastic sheet coverings will be disposed of as part of the final infectious waste bulk collection and disposal. TSJ further requires that Client will be responsible for the sole cost of professionally cleaning and sanitizing the contracted tables if the protective barriers are compromised.
  
  o **Chairs** - TSJ requires that Client secures in place plastic table sheet coverings within the contracted space. At termination of the event, all plastic sheet coverings will be disposed of as part of the final infectious waste bulk collection and disposal. TSJ further requires that Client will be responsible for the sole cost of professionally cleaning and sanitizing the contracted tables if the protective barriers are compromised.
  
  o **Electrical Cords** - TSJ requires that any TSJ owned electrical cords used in contracted areas of infectious waste activities will be disposed of at termination of the event, as part of the Client’s final infectious waste bulk collection and disposal. TSJ further requires the Client will be responsible for the replacement cost of electrical cords.
  
  o **Infectious Waste Bags & Receptacles** - TSJ requires the Client to self-provide trash bags, infectious waste bags and appropriate receptacles for use in contracted area(s) of infectious waste activities to include the disposals of solid waste, sharps, infectious and human pathogenic waste material(s).
  
  o **Infectious Waste Collection and Final Disposition** - TSJ requires the Client to have in place their preferred contracted waste management service to remove all bulk infectious waste material(s) collected upon the conclusion of each day. The contracted service must haul the infectious waste in accordance with applicable Federal, State, and local municipal regulations and disposed of at facilities that are
permitted to accept such material(s). The State of California’s Health & Human Services Agency and California Department of Public Health provides a list of registered medical waste transporters at https://hwts.dtsc.ca.gov/transporters/TRANSRCH04.cfm

- **Contracted Space Re-sets** - TSJ re-sets for contracted space will occur when the Client has cleared the space in advance of infectious waste material(s) and will only consist of non-infectious waste material removal. This activity can be coordinated in advance with TSJ's Event Management Team.
PERSONNEL TRAINING AND COMPETENCY

REQUIREMENT:
The facility shall ensure that personnel that have responsibilities to clean, sanitize, and disinfect are trained and competent to do so. Competence levels shall be judged on appropriate education, training, certifications and experience.

Training records shall be maintained, and the organization shall verify that staff members have attained required certifications and needed levels of competency.

Well-trained **UNITE H.E.R.E. Local 19** Facilities Custodial and Culinary Stewarding staff along with **IATSE Locals 134** Stagehands are capable of handling nearly every part of a solid infection control-cleaning regimen. All veteran staff will be re-trained on current techniques, chemistry, and equipment to be prepared to engage in the new work environment. All training detailed below will be required within 90 days of any new hire.

The current list of equipment trainings will be offered to TSJ Facilities, Culinary, and Productions teams as listed below.

**Electrostatic Disinfectant Cleaning**
Training will cover proper uses of the Victory VP300ES Cordless Backpack and Handheld Sprayer. This includes hands on training to correctly spray a fine mist and electrically charged the spray particles to achieve “sticking” to surfaces, including round and hard to reach surfaces.

**Hand Trigger Disinfectant Spray**
Training will cover how to use this tool for every custodial operation. These handheld sprayers are usable for direct spray applications and training will cover how and when to use for a wide variety of solutions.

**UV / Black Light Testing for Sanitation**
Training will include Supervisors/Managers and cover how to use UV or black light markers to conduct cleaning verification checks randomly and with routine frequency to confirm areas are being cleaned properly.

The current list of training concepts will be offered to TSJ staff are listed below.

**Essential Custodial Skills**
Training will cover the basic processes and methods required to work as a custodian in TSJ venues. A practical review of fundamentals.

**Basic Touchpoint Cleaning**
Training will cover what touchpoints are, where to clean, and how frequently cleaning must occur given non-event or event parameters. Covering all aspects of cleaning, sanitizing, and disinfection.
Area-Wide Disinfection Procedures
Training will cover uses of advanced cleaning/disinfection processes and procedures to disinfect large areas and entire rooms. Practical training includes donning and doffing PPE and use of electrostatic sprayers with special attention to impact on space & required dwell times.

Cleaning After Suspected/Confirmed COVID-19 Case
This is a specialized training for small select group. Training focuses on infection control, donning and doffing PPE and reopening procedures. Completion of this training will place a trainee on the decontamination response team.

Restroom Cleaning Fundamentals
Training covers practical exercises and review of fundamentals specific to cleaning restrooms. Special attention paid to disinfecting amidst COVID-19 response.

Basic Principles of Infection Control
Intended for a wide audience – this course is geared toward fact-based scientifically grounded approaches to infection control procedures. While content will cover some custodial practices, this course is tailored to non-custodial technicians, and as such focused on practical action steps for those outside the cleaning industry.

Shared Equipment Disinfecting
Training will cover the basic processes and methods required to clean shared equipment owned, rented, or provided by client throughout TSJ venues. A practical review of fundamentals for disinfecting and understanding manufacturer recommendations.

### Personnel Training

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>FACILITIES</th>
<th>CULINARY</th>
<th>PRODUCTION</th>
<th>SECURITY</th>
<th>ALL TSJ</th>
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<tr>
<td>Electrostatic Disinfectant Cleaning</td>
<td>✔</td>
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<td>Hand Trigger Disinfectant Spray</td>
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<tr>
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<td>Essential Custodial Skills</td>
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<td>Basic Touchpoint Cleaning</td>
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<td>Area-Wide Disinfection Procedures</td>
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<tr>
<td>Cleaning After Suspected/Confirmed COVID-19 Case</td>
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<td>Restroom Cleaning Fundamentals</td>
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<tr>
<td>Basic Principles of Infection Control</td>
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<tr>
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</tr>
</tbody>
</table>

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TEAM SAN JOSE GBAC STAR™
07/22/2020

TEAM SAN JOSE GBAC STAR™ 6.0
EMERGENCY PREPAREDNESS AND RESPONSE

REQUIREMENT:
The facility shall establish, implement and maintain a process(es) needed for and to respond to potential emergency situations and incidents involving potentially infectious materials.

Team San Jose has an extensive and comprehensive Emergency Management Plan available directly through the private linked: https://www.sanjose.org/tsjemergencypm.

TSJ’s Safety and Security Division along with Event Medical Staff will adhere to the most relevant CDC protocols for a response to a Patient Under Investigation (PUI) call.

- In the event of a call concerning a sick individual, TSJ’s Safety and Security Officers have been trained on the CDC recommended questions, as follows.
  - What are the PUI’s symptoms (fever, cough, shortness of breath, fatigue, muscle/body aches, headache, new loss of taste/smell, sore throat, congestion, runny nose, nausea, vomiting or diarrhea)?
  - What is the PUI’s recent travel history?
  - What has been the PUI’s proximity to others who have been diagnosed with COVID-19 or who have traveled outside the U.S?

- TSJ Security in conjunction with Event Medical staff will respond immediately to a person needing attention. Immediate actions include.
  - Directing the person away from any other guests or staff.
  - Maintain a 6-foot distance while gathering information (patient personal information, rooms visited, comfort stations utilized, booths visited, etc.).
  - In the event of a possible exposure incident, TSJ Safety and Security officers responding to an incident, will at a minimum utilize the following PPE:
    - N95 (or greater respirator)
    - Protective gloves (nitrile or other)

- TSJ’s Safety and Security staff will escort the PUI through least traveled and occupied paths to the designated medical isolation room where Event Medical Staff will provide further treatment and triage.

- Event Medical staff will be prepared at the nearest medical station while taking the proper precautions, evaluate the patient and make a determination on further treatment based on the initial evaluation.
  - If the evaluation determines COVID-19 is suspected, Event Medical Staff will immediately place a N95 or equivalent mask on the PUI.
  - Event Medical staff will continue PUI assessment at the medical isolation room and contact additional medical providers as necessary. Depending on the severity of the symptoms, the patient will either be upgraded to 911 or released to family/
friends with the proper COVID-19 testing suggestions. The family will be made aware of the risks of COVID-19 with recommended testing as soon as possible.

- Regardless of severity of symptoms, all PUI's will depart TSJ's sites until COVID-19 test results are performed and a diagnosis has been provided.

- TSJ Safety and Security Director/Manager will make the required notifications to local and state health officials.

- TSJ Facility Team will be notified to disinfect any locations a PUI may have occupied or lingered. Staff will disinfect the medical isolation equipment and dispose of all biohazardous materials related to treatment of the PUI as necessary.

TSJ’s Safety and Security Division along with Human Resources will adhere to the most relevant County protocols for a response to an employee who test positive for COVID-19 at the workplace.

- Immediately remove the infected person from the facility/worksite and ensure they are no longer occupying the same space as any other personnel. The PUI will be instructed to immediately go to our nearest occupational clinic: Concentra Urgent Care Center 1901 Monterey Rd. San Jose CA 95112. Security will advise the clinic that the PUI is en route and provide a contact phone number so that the clinic can contact the PUI before entering the facility. They will then call the PUI and give further is

- Notify Executive Senior Team as soon as possible.

- Notify the County Public Health Department within four hours of learning of the positive case by following the instructions at www.sccsafeworkplace.org.

- Immediately close each location within a facility or worksite used by the infected person within the last 48 hours until decontamination and sanitization of these areas is complete.

- Decontaminate and sanitize each area used by the infected person within the last 48 hours, focusing on frequently touched surfaces. Work in these locations must cease until decontamination and sanitization is complete.

- Open outside doors and windows and use ventilating fans to increase air circulation in any area used by the infected person.

- Identify any workers who had close contact with the infected person and contact Concentra Urgent Care for possible testing.
  - A “close contact” is someone who was within six feet of the infected person or at least spent 15 minutes with that person. Beginning with any of the following: two days before the person had symptoms, tested positive and/or the last day they came to work.
• Comply with any case investigation and contact tracing measures by the County Public Health Department. This will include providing the names, addresses, phone numbers, and work dates and times for close contacts of the infected person, which employers are required by law to provide to the County Public Health Department upon request.
TEAM SAN JOSE GBAC STAR™ 7.0
FACILITY INFECTION DISEASE PREVENTION PRACTICES

REQUIREMENT:
The facility shall implement infection control programs, procedures, and technologies which protect employees, clients, and customers.

Team San Jose will continually monitor and adapt to the latest CDC and OSHA guidance regarding infection disease control, including:

- CDC’s “Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes”.
- CDC’s “Considerations for Events and Gatherings”.
- OSHA’s “Preparing Workplaces for COVID-19”.

CDC REOPENING GUIDANCE


As TSJ plans for a phased reopening the following CDC Reopening Guidance principles will be implemented and followed in all facilities:

- Identify areas to be cleaned.
  - Complete venue clean per standards.
- Identify areas to be disinfected.
  - Identify areas occupied in last 7 days.
  - Frequently touched surfaces.
    - Tables
    - Door handles
    - Crash bars
    - Light switches
    - Desks
    - Phones
    - Keyboards
    - Toilets
    - Sinks & faucets
- Identify products and equipment needed.
- Implement a plan.
  - Clean dirty surfaces.
  - Use appropriate product.
  - Follow directions on label.
- Maintain and revise plan.
  - Continue routine cleaning and disinfecting.
  - Maintain safe behavioral practices.
  - Consider practices that reduce exposure.
CDC CONSIDERATIONS FOR EVENT GATHERINGS


In an effort to reduce the spread of COVID-19 at events, TSJ has adopted the following CDC principles:

- Promoting healthy behaviors that reduce spread:
  - Staying home when appropriate
  - Hand hygiene and respiratory etiquette
  - Require cloth face coverings
  - Maintain adequate supplies
  - Post signs and messages
- Maintaining healthy environments:
  - Constant cleaning and disinfection
  - Restroom management
  - Ventilation
  - Safe water systems
  - Modified room layouts
  - Physical barriers and guides
  - Communal space management
  - Food service management
  - Discourage shared objects
- Maintain healthy operations:
  - Regulatory awareness
  - Protections for high risk staff and attendees
  - Limit, stagger, or rotate shift and attendance times
  - Travel and transit management
  - Designate COVID-19 point-of-contact
  - Communication system
  - Time-off policies
  - Back-up staffing plan
  - Staff training
  - Recognize signs and symptoms
  - Unite efforts in shared facility spaces
  - Support coping and resilience
  - Lessons learned after event
- Preparing for when someone gets sick:
  - Advise sick individuals of home isolation criteria
  - Isolate and transport the sick
  - Clean and disinfect
  - Notify health officials and close contacts
OSHA PRINCIPLES FOR THE WORKPLACE


In an effort to reduce the spread of COVID-19, the TSJ will adopt the following OSHA principles for the Workplace into our employee protection plan and workplace processes:

- Understand how COVID-19 could affect the workplace.
  - Impacts of absenteeism.
  - Change in business patterns.
  - Interrupted supply chain.
- Develop infectious disease preparedness and response plan.
  - Stay abreast of federal, state, and local health agency guidance.
  - Address levels of risk for workers.
  - Follow federal, state, and local recommendations for outbreak contingency plans.
  - Address steps to reduce worker exposure.
- Prepare to implement basic infection prevention measures.
  - Promote good hygiene.
  - Encourage sick staff to stay home.
  - Encourage respiratory etiquette.
  - Provide flexible work policies.
  - Discourage sharing of tools and equipment.
  - Maintain routine cleaning and disinfecting procedures.
- Develop policies and procedures to identify and isolate the sick.
- Develop, implement, and communicate workplace flexibility and protections.
- Implement workplace controls:
  - Engineering controls
  - Administrative controls
  - Safe work practices
  - Personal protective equipment
- Follow OSHA standards:
  - PPE:
    https://www.osha.gov/laws-regs/regulations/standardnumber/1910#1910_subpart_i
  - General Duty Clause:
    https://www.osha.gov/laws-regs/regulations/standardnumber/1910#1910_subpart_i
  - Bloodborne Pathogens:
  - COVID-19 Standards:
    https://www.osha.gov/sltc/covid-19/standards.html
- Classify worker exposure.
  - Utilize occupational risk pyramid for COVID-19.
  - TSJ would be classified as a medium risk.
  - Utilize protections outlined in the section “Steps All Employees Can Take to Reduce Workers Risk of Exposure” from this document.
The following tables are examples of the current infection control procedures that exist at Team San Jose.

### MITIGATION STRATEGIES

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>STRATEGY</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Controls</td>
<td>PPE for all personnel (employees, contractors, attendees)</td>
<td>PPE relative to protections from catching or shedding COVID-19 should be determined from health authorities.</td>
</tr>
<tr>
<td>Administrative Controls</td>
<td>Access Restrictions – Stagger Shifts / operational times</td>
<td>By staggering shifts, gatherings can be limited in employee entrance areas. Additionally, limiting the number of simultaneously working personnel will allow for greater social distancing.</td>
</tr>
<tr>
<td>Administrative Controls</td>
<td>Requiring Face masks by all Attendees</td>
<td>Per State and County orders require face coverings by all staff and attendees in order to reduce the spread of COVID-19 regardless if an individual is sick or not sick.</td>
</tr>
<tr>
<td>Administrative Controls</td>
<td>Requiring equipment dormant time (2+ days)</td>
<td>While the science is still being vetted, guidance current suggests that SARS-CoV-2 does not survive beyond 2 days on standard materials.</td>
</tr>
<tr>
<td>Administrative Controls</td>
<td>Timed Access for Patrons / Registrants</td>
<td>Timed tickets or staggered access for patrons can limit the number of individuals simultaneously within a specific space.</td>
</tr>
<tr>
<td>Engineering Controls</td>
<td>Eliminate air hand dryers (especially heated air hand dryers)</td>
<td>Hand dryers have been linked to increased spread of viral particles in restrooms. Hand towels offer a more sanitary response.</td>
</tr>
<tr>
<td>Engineering Controls</td>
<td>Review HVAC performance and operation methods</td>
<td>Consider new and emerging guidance relative to filter changes, air exchange frequency, etc.</td>
</tr>
<tr>
<td>Facilities &amp; Culinary Controls</td>
<td>Access Restrictions - Close restrooms while cleaning (no “refreshing”)</td>
<td>Using signage and equipment, close restrooms for cleaning to allow appropriate dwell time for all disinfectants. This would replace the current &quot;refreshing&quot; process and is the only way to guarantee proper procedure.</td>
</tr>
<tr>
<td>CATEGORY</td>
<td>STRATEGY</td>
<td>DESCRIPTION</td>
</tr>
<tr>
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<td>-------------</td>
</tr>
<tr>
<td>Facilities, Culinary, &amp; Production Controls</td>
<td>Touchpoint Cleaning/disinfecting by hand</td>
<td>Cleaning includes approved EPA N List chemicals, saturate microfiber cloth with disinfectant and wiping identified touchpoints to achieve target frequency. Pre-moistened wipes may also be used.</td>
</tr>
<tr>
<td>Facilities &amp; Culinary Controls</td>
<td>Reduce the number of door touchpoints in travel paths</td>
<td>Prop or hold doors during peak attendee ingress or egress, if possible and in accordance with security and safety protocols. Consider the use of alternative opening methods (foot openers, etc.).</td>
</tr>
<tr>
<td>Facilities, Culinary, &amp; Production Controls</td>
<td>Signage</td>
<td>Using signage, limit the cleaning scope by keeping unoccupied areas from becoming activated.</td>
</tr>
<tr>
<td>Facilities Controls</td>
<td>Recalculate capacities for individual rooms</td>
<td>In order to maintain a 6’ social distance between individuals, standard sets (theater, conference, classroom, rounds, etc.) will need to be adjusted. 36 sq.ft. per person on a square and 28 sq.ft. on a circle. Also 10 people / 300 sq.ft as a general guide.</td>
</tr>
<tr>
<td>Facilities Controls</td>
<td>Close public seating areas</td>
<td>Through the use of signage, crowd control equipment, and possibly personnel, limit patron access to public seating areas in which social distancing is not possible.</td>
</tr>
<tr>
<td>Facilities, Culinary, &amp; Production Controls</td>
<td>Touchpoint disinfecting – backpack or other sprayer</td>
<td>Using approved chemistry, saturate surfaces sufficiently in order to achieve desired dwell time required by chemical label.</td>
</tr>
<tr>
<td>Facilities Controls</td>
<td>Public Space disinfecting – backpack or other sprayer</td>
<td>Cleaning includes approved EPA N List disinfectants and spraying down identified areas with sufficient product to allow appropriate dwell time.</td>
</tr>
<tr>
<td>Facilities Controls</td>
<td>Adding additional hand sanitizer stations</td>
<td>Hand sanitizer stations, when used properly, allow for more frequent hand disinfection to reduce the overall risk of transmission from contacting surfaces.</td>
</tr>
<tr>
<td>Purchasing Controls</td>
<td>Upgrade disinfectants to EPA N List products</td>
<td>Facilities are advised to follow EPA N List for selection and guidance on appropriate chemicals to properly disinfect COVID-19.</td>
</tr>
<tr>
<td>Security &amp; Safety Controls</td>
<td>Access Restrictions – (Venue, Client, General Service Contractor, etc.)</td>
<td>Security will work with all responsible parties to determine best practices, paths of travel and access throughout venues.</td>
</tr>
<tr>
<td>Security &amp; Safety Controls</td>
<td>Requiring Face Coverings by all Employees</td>
<td>By requiring face coverings from all employees, everyone benefits from a reduction in asymptomatic spread. Requiring this of all staff also creates equity among employees.</td>
</tr>
</tbody>
</table>
TEAM SAN JOSE GBAC STAR™
07/22/2020

TEAM SAN JOSE GBAC STAR™ – 8.0
WORKER HEALTH PROGRAM

REQUIREMENT:
The facility shall ensure that risks to worker physical and psychological health are managed effectively, including consideration for preventive and protective measures. All cleaning personnel whose health could be directly impacted by exposure to infectious materials shall be included in the worker health training programs.

CORPORATE CULTURAL VALUES

Customer Service
- Provide the customer a positive experience from beginning to end.
- Improve productivity by focusing our attention on the quality of our job, on the customers, and on constructive relationships with co-workers.

Performance Results
- Have measurable goals that align with company performance measures.
- Provide clarity around expected results for each role through the organization.
- Develop objective metrics to measure our performance results.

Accountability & Ownership
- Thinking and acting as a leader.
- Being empowered to have an impact on decisions and actions that affect our job.
- Contribute to continuous improvement and the ongoing successes.

BENEFITS, HEALTH & WELLNESS.

Team San Jose offers a comprehensive and competitive benefits package for its full-time non-union employees. Some associates may not be eligible for certain benefits. Associates covered by a collective bargaining agreement may be eligible for different benefits. TSJ reserves the right to amend and/or terminate a benefit plan at any time.

Health Coverage
TSJ offers competitive and comprehensive health plans from trusted providers such as Blue Shield, Kaiser Permanente, and Beam Dental. In addition to full Medical and Dental benefits, Team San Jose offers vision, flex spending, disability and life/AD&D insurance, and even optional pet insurance.

Health & Well-being Programs
TSJ has programs to support, encourage and promote employee health and well-being, including health club membership reimbursement and preventive health appointment incentives. TSJ complies with HIPAA and the Genetic Information Nondiscrimination Act.

Disability Insurance
TSJ offers complimentary Term Life & AD&D Insurance. Short Term & Long Term Disability Insurance is available based on eligibility.
Employee Assistance Program
TSJ provides an Employee Assistance Program (EAP) through Lincoln. This program offers support, guidance and resources to help associates and their families find the right balance between work and home life, including:
- 24/7 unlimited phone access to family, parenting, addictions, emotional, legal, financial, relationships and stress issues.
- In-person help with short-term issues.

Career Development
TSJ offers a Tuition Reimbursement Program to support the professional and personal development of its employees. TSJ believes that a well-rounded education, even outside of the working environment, can enhance an employee’s professional development and their skills and knowledge related to our business.

Paid Time Off & Paid Holidays
TSJ encourages employees to take time off to renew and refresh themselves each year. Paid Time Off hours begin at 160 hours (20 days) per year with accrual beginning upon your date of hire. Additionally, Team San Jose observes (11) paid holidays.

401K
TSJ offers a 401(k) retirement plan through TransAmerica. Employees are eligible to participate the first of the month following three consecutive months of employment. Team San Jose matches 100% of the first 3% and 50% of the next 2% employee contribution - a total matching contribution of up to 4%. Deferrals and matching contributions are immediately vested.

SAFETY & SECURITY
Every employee, union and non-union, of TSJ has the opportunity to share in the success of the company. While each of person has various responsibilities that contribute to that success, team members also have common responsibilities to their fellow employees. One of these common responsibilities is to make every reasonable effort to maintain a safe and secure environment for our employee’s customers, vendors, and other visitors. Doing so is critical for the personal well-being and TSJ’s continued success. The responsibility to ensure this environment rests with each team member.

Safety Programs & Training
The Company maintains an Injury and Illness Prevention Program (IIPP) in compliance with the California Labor Code and applicable regulations. This program is designed to identify existing and potential workplace hazards and safety concerns. All employees receive a copy of the IIPP upon hire at TSJ.

TSJ has a Safety Committee that meets on a monthly basis to review all workplace hazards, safety concerns and work-related injuries and illnesses that occur.
- Injury & Illness Prevention Program
- Protocols for On the Job Injury or Accidents
• Proper Lifting
• Slip and Fall Prevention
• Ergonomics
• Struck by Prevention
• Proper Push-Pull
• Heat Illness Prevention Program
• Personal Protective Equipment
• Earthquake Preparedness
• Emergency Basics
• Security Awareness

Emergency Evacuation Procedures
Protecting the health and safety of everyone in the facilities during any emergency is the first priority of TSJ. An emergency is an unexpected occurrence requiring immediate action, and could include, but is not limited to: fire, earthquake, medical, power outage, food borne illness, robbery, elevator entrapment, civic disturbance, bomb threat or violence resulting in bodily harm or trauma.

TSJ is committed to providing a plan for the management of emergency situations that may occur within the facilities we manage. As a result, TSJ has developed the Emergency Procedures Manual to communicate procedures taken by TSJ to ensure safety of our clients, employees, exhibitors and guests prior to and after an emergency. Our objective of this Manual is to provide a means to ensure safety of the building occupants during an emergency condition, minimize property damage and coordinate and complement emergency procedures of outside agencies as deemed. In addition to the safety of those within our facilities, TSJ strives to partner with State, County and City agencies, emergency support providers and surrounding neighborhoods during such situations.

All TSJ employees are expected to read and understand the Emergency Procedures Manual, and:
• Know the locations of ALL mustering areas, which are the identified areas to go if you need to evacuate the building.
• Follow the plan and the instructions of the Emergency Response Team members during an emergency drill or actual emergency.
TEAM SAN JOSE GBAC STAR™
07/22/2020

TEAM SAN JOSE GBAC STAR™ 9.0
AUDITS AND INSPECTIONS

REQUIREMENT:
The facility shall conduct internal audits and inspections at planned intervals to provide information on whether the GBAC STAR™ Program conforms to the organization’s own requirements for its GBAC STAR™ Program and the requirements of this document and is effectively implemented and maintained.

AUDITING & INSPECTIONS

Team San Jose has established an internal checks and balance system to review ongoing inspections and audits to support the GBAC Master Plan. This includes:

- **Bi-Weekly or Monthly** routine inspection reports will be conducted and recorded and stored in Microsoft Teams.
- **Monthly** Safety Committee Meetings will include a section for GBAC discussions and general updates on inventories.
- **Quarterly Reviews** by the GBAC Committee will analyze reports to determine if there are reoccurring common issues and provide additional training as needed. All inspection documents will be reviewed in September, December, March, and June.
- **Annual Review** by the GBAC Committee will develop reports in accordance with the GBAC renewal process.

Each of the below TSJ Departments will be responsible for uploading bi-weekly or monthly inspections and audits reports to the “GBAC Audits & Inspections” in Microsoft Teams. These reports will be compiled for quarterly and annual reviews to analyze any reoccurring issues that need to be remedied. The Director of Facilities & Executive Chef are ultimately responsible for the timely and consistent review of these documents.

### INSPECTION & AUDITS BY DEPARTMENT

<table>
<thead>
<tr>
<th>DEPARTMENT</th>
<th>LEAD</th>
<th>INSPECTION FREQUENCY</th>
<th>REPORT TYPE</th>
<th>REPORT NAME</th>
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<tbody>
<tr>
<td>Facilities</td>
<td>Facilities Manager</td>
<td>Bi-weekly</td>
<td>Inspection</td>
<td>Facilities Cleaning &amp; Disinfection Inspection Audit</td>
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TEAM SAN JOSE GBAC STAR™

07/22/2020

TEAM SAN JOSE GBAC STAR™ 10.0
CONTROL OF SUPPLIERS

REQUIREMENT:
The facility shall determine and apply processes for the acquisition of products and services from suppliers to ensure conformance to specified requirements depending on their potential impact on the GBAC STAR™ Program.

The facility shall establish criteria for selection, evaluation, and re-evaluation of suppliers and products. Records of the results of evaluations and any necessary actions arising from the evaluation shall be maintained.

Team San Jose uses the following criteria when selecting a potential vendor and will maintain an annual audit of all existing vendors using the same criteria.

1. Years in business
2. Ability to constantly supply products or services
3. Ability to supply all the products required or the complete solution
4. Flexibility to allow changes in orders or product lines
5. Substantial catalogues of products or range of services
6. Appropriate supply of internal experts that can answer questions we may have
7. References
8. Sustainability/financial stability
9. Prices
10. Delivery times
11. Payment terms
12. Customer Service
TEAM SAN JOSE GBAC STAR™ DOCUMENTATION MANAGEMENT

REQUIREMENT:
The facilities GBAC STAR™ Program shall include documented information required by this document, including but not limited to policies, plans, procedures, protocols, and records; and any other documented information determined by the organization as being necessary for the effectiveness of the GBAC STAR™ Program.

Documented information required by the GBAC STAR™ Program shall be controlled to ensure:

- it is available and suitable for use, where and when it is needed;
- it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity);
- it reflects the most current policies, plans, procedures, protocols, records, and other information associated with the GBAC STAR™ Program.

DOCUMENT STORAGE

TSJ has developed a series of Microsoft Teams and SharePoint pages related to the GBAC Data Management. The following Teams will be responsible for managing the data as outlined in the below matrix.

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  - Dir. of Facilities  
  - Executive Chef  
  - Dir. of Safety & Security  
  - Dir. of Operations  
  - Dir. of Theaters and Sales  
  - Asst. GM, Theaters | Master & Working Files:  
  - GBAC Master Plan (master files and working documents)  
  - GBAC Accreditation documents.  
  - GBAC Renewal documents  
  - GBAC SOPs (master working file)  
  - GBAC Master Plan Grids & Templates  
  - GBAC Committee Meeting Notes  
  - GBAC Committee Action Plans |
| Executive Senior Team |  
  - COO and Interim President & CEO  
  - CFO  
  - Executive VP, HR, Labor & Loss Prevention  
  - VP, Sales & Destination Services  
  - VP, Marketing & Communications  
  - VP, of Research & Strategic Development |
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| GBAC Plan & Training Tools | All TSJ Team Members | **SharePoint Documents (PDF copies):**  
  - GBAC Master Plan  
  - GBAC related SOPs  
  - GBAC related Policies  
  - GBAC related Trainings |
APPENDIX A
CAMPUS MAP
San Jose Facilities Overview

520,000 sq. ft. total meeting and event space in Team San Jose managed venues

San Jose Convention Center
- 367,526 sq. ft. of total Convention Center space
- 165,000 sq. ft. of contiguous exhibit space
- 143,000 sq. ft. of column-free exhibit space
- Room for 1,000 10’ x 10’ booths
- 35,194 sq. ft. Grand Ballroom and 22,000 sq. ft. Executive Ballroom
- 104,566 sq. ft. of prefunction space
- Up to 43 meeting rooms with capacities from 50 to 3,900 in theater style seating

As the flagship of San Jose’s convention facilities, the Convention Center offers plenty of versatile space which can be configured to fit a variety of event needs, from tradeshows and corporate launches to general sessions and banquets and beyond. The Convention Center is networked with nearby venues to help events expand seamlessly into whatever environment your gathering requires. The Center can easily serve as the stand alone hub of your event or be combined with any number of other unique facilities. Located in the Downtown core with its own parking garage, the Center is connected to two hotels and within walking distance of 5 additional hotels, multiple visual and performing arts facilities and an abundance of restaurants.

Montgomery Theater
- 468 seating capacity, including 5 designated wheelchair seats
- Stage size: 50’ x 30’
- Stage Proscenium Opening: 26’ x 14’

Built in 1936, the Montgomery Theater retains its historic charm and offers audiences an intimate experience for every performance. An elegant space for meetings and events, the Theater also hosts a variety of local cultural and performing arts organizations. Located across the street from the Convention Center, transportation and parking are made easy with a Light Rail stop at the Theater entrance and several pay lots across the street. The Theater shares an elevator with the San Jose Civic and is connected to it through a small corridor.

San Jose Civic
- 2,850 maximum GA seating capacity, with flexible seating configuration, including designated wheelchair and companion seats
- Stage size: 112’ x 35’
- Proscenium opening: 49’9” x 30’
- State-of-the-art sound and HD video systems
- Additional meeting space available

Located directly across the street from the Convention Center, the San Jose Civic has classic Spanish mission-style architecture and is an easy fit for a full range of events including general sessions, large meetings, evening galas, banquet dinners, cocktail receptions and performing arts events. Built in 1934, the dual-level Civic completed a multi-million dollar renovation in 2011. Unique talent can be booked to make your meeting or event even more distinctive. With an intimate view from every seat, the Civic is an ideal location for popular entertainers and a must play venue for West Coast tours.
San Jose Facilities Overview

**California Theatre**
- 1,122 seating capacity, including up to 14 designated wheelchair seats
- Stage size: 90’ x 40’
- Active Stage Area (WxH): 60’ x 40’
- Proscenium opening: 31’6” x 44’
- State-of-the-art audio visual technology

The California Theatre is one of the best examples of motion picture houses from the late 1920s and adds glamour and class to any meeting, film screening, concert or private party. The Theater boasts comfortable seating and great acoustics inside the main theater and features three additional meeting rooms with state-of-the-art audio and visual technology. The Theater, with its grand foyer and courtyard, provides an elegant option for presentations, post meeting events or cocktail receptions. In addition to being located across the street from the Convention Center, the theatre is also within walking distance of several parking lots and numerous restaurants.

**Center for the Performing Arts**
- 2,674 seating capacity, including 8 designated wheelchair seats and 6 designated companion seats
- Stage size: 144’ x 40’
- Proscenium opening: 59’6” x 34’
- 150 capacity of the Ridder Lounge

The San Jose Center for the Performing Arts, designed by the Frank Lloyd Wright Foundation and completed in 1972, sits just across the street from the Convention Center. If your meeting calls for a show or presentation, the beautiful, comfortable and flexible Center for the Performing Arts is your ticket. Complete with full-service box office, concessions and top-notch audio visual capabilities, the Center for the Performing Arts offers duel level, continental-style auditorium seating (no center aisle) with a capacity of up to 2,674. The exclusive Ridder Lounge and President’s Club are perfect areas for breakout sessions, pre-post event cocktail receptions, or media room for that red carpet, VIP event.

**South Hall**
- 80,000 sq. ft. column-free exhibit space
- Dimensions: 131’ x 607”, maximum ceiling height: 48 ft.
- Accommodates approximately 4,800 people at 10-person rounds, 11,000 in theater seating capacity
- Accommodates approximately 376 10’ x 10’ booths

Whether utilized for groups that need a little room to grow in conjunction with the Convention Center or as a stand-alone venue, South Hall accommodates a variety of types of groups, consumer shows, general session speakers, special events and more while staying in the Downtown core. Extremely flexible and transformable to a group’s unique needs, South Hall adds 80,000 sq. ft. to the Convention Center and Cultural Facilities campus.
### LEADERSHIP SIGNATURES

#### EXECUTIVE SENIOR TEAM

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### GBAC COMMITTEE

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### LEADERSHIP & MANAGEMENT – FACILITIES

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# Leadership & Management - Supply Chain

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# Leadership & Management - Convention Center & Theaters

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Subject: Personal Protective Equipment (PPE)  
Procedures#: GBAC-01  

Issued/Revision Date: 6-23-20  


Purpose: To provide an overview of the proper usages of Personal Protective Equipment (PPE).

Procedure: Personal Protective Equipment (PPE) is covered in the OSHA Standards for General Industry. This regulation requires employers to ensure that PPE be “provided, used and maintained in a sanitary and reliable condition wherever it is necessary” to prevent injury. This includes protection of any part of the body from hazards through absorption, inhalation or physical contact.

There are certain hazards in every workplace. On the job, we are fortunate to have the knowledge to identify those hazards and the equipment to protect against them. PPE plays a very important role in this protection. PPE’s ability to keep you safe and healthy outweighs any discomfort or inconvenience that may go with it.

POTENTIAL INJURIES
A number of different hazards may cause potential injuries to different parts of the body. Hazards may include the following:

- **Eyes**: liquid splashes, foreign materials, extreme heat & cold, bright lights, no lights.
- **Ears**: high noise levels, extreme heat and/or cold.
- **Nose**: inhaling harmful dusts, fogs, mists, gases, smoke or vapors.
- **Hands**: burns, cuts, hazardous chemicals, electric shock.
- **Feet**: falling or rolling objects, sharp objects, electrical shock, hot liquids or surfaces, wet or slippery surfaces.

IDENTIFYING HAZARDS
Each piece of PPE is designed to protect against specific hazards. OSHA identifies seven types:

- **Impact**: A sudden physical encounter with a fixed or moving object.
- **Penetration**: An abrasion or cut in the skin or eyes.
- **Compression**: A rollover by some vehicle or machine.
- **Chemicals**: Burns by acid or caustics.
- **Heat**: Burns or exhaustion.
- **Harmful Dust or Fumes**: Mouth, nose & throat or lung damage.
- **Radiation**: Can lead to cancer.
MEETING SAFETY HAZARDS
We have a wide variety of PPE to choose from, designed for specific hazards. The most common PPE fall into the following categories:

- **Electrical Protection**: Clothing and boots usually made of rubber, which resists electricity. Hats are usually made of plastic.
- **Head Protection**: Most hard hats and helmets are designed with an outer shell strong enough to resist a blow or penetration and a shock absorbing lining that absorbs the blow.
- **Eye & Face Protection**: Safety glasses or goggles to prevent flying particles, chemicals, gases, vapors or harmful light radiation from reaching the eyes. Also, face shields enhance protection of the eyes and face.
- **Respiratory Protection**: The type of respirator used depends upon the type and level of hazard. Respirators must be fitted.
- **Hand and Arm Protection**: Latex, rubber, leather or PVC coated gloves to protect against cuts, burns, punctures and chemical contact.

SAFETY PROCEDURES
We select PPE based on its ability to protect against specific hazards. The primary importance is proper choice and fit:

- **Correct Size and Model**: Be sure your equipment fits you and is comfortable.
- **Condition**: Do not use equipment that is torn, used, contaminated or damaged.
- **Donning PPE**: Know the correct way to put on your PPE.
- **Doffing PPE**: Follow proper disrobing procedures. Ensure that no contaminants are left on any piece of your PPE. Clean off your PPE as needed and stow it as recommended.

PPE CHECKLIST

**Equipment Inventory:**
- Hard hats/helmets, to protect against impact and penetration.
- Safety glasses, goggles and/or face shields to protect from glare, flying particles, radiation, liquid chemical splashes.
- Sturdy safety shoes/boots to prevent impact or penetration.
- Gloves to protect against cuts, burns, punctures and chemical contact.
- Clothing to protect against cuts, chemical contact and other hazards.
Preparation:

- Double check that PPE will protect against identified hazards.
- Inspect PPE for rips, tears, dents, disintegration or other damage.
- Turn in and replace any damaged PPE.
- Put on assigned PPE and be sure all fasteners are secure.

Removal and Storage:

- Remove chemical contaminated PPE from top down while wearing gloves to prevent spread of contamination.
- Dispose of contaminated clothing in assigned containers.
- Check PPE to be sure it's undamaged.
- Clean off non-chemical PPE and return to assigned storage. If using rubber gloves – rinse with water and dry, then store away.
- Store and maintain PPE according to manufacturer’s instructions.

SUMMARY
You must be trained to know when PPE is necessary, BEFORE you do your job. The type of PPE, how it is worn, its limitations, the proper care, maintenance, useful life and disposal will be explained to you by your supervisor. Wear your PPE every day so you can work safely at your job.

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### Subject
Donning & Doffing PPE for Decontamination Cleaning and Whole Room Disinfection

### Procedures#
GBAC-02

### Issued/Revision Date
6-26-20

### Responsibility
Security, Operations, Facilities, Production and Food & Beverage

### Purpose
The purpose of this procedure is to give guidance to TJS employees on how to safely don and doff the required PPE for Decontamination Cleaning and Whole Room Disinfecting. This procedure is specific and detailed and must be followed closely to minimize any risks associated with exposure to contaminated environments.

### Procedure
**SAFETY PROCEDURES**
- Before beginning any cleaning task, it is essential that personnel fully understand how to use the chemicals and equipment required for the job(s).
- All employees have a right to know about the possible chemical hazards within their workplace. Safety Data Sheets (SDS) are available for every chemical and cleaning product in use at Team San Jose facilities. SDS’s are stored within warehouses and supply rooms located at:
  - Purchasing East Warehouse (Convention Center)
  - Facilities West Warehouse (Convention Center)
  - Main Kitchen (Convention Center)
  - Housekeeping Supply Rooms (Convention Center and Theaters)

**DEFINITIONS**
- **Don**: To put on. Typically used in reference to PPE.
- **Doff**: To take off. Typically used in reference to PPE.
- **Cleaning**: The removal of soil from a surface. “Clean” means the absence of soil. Cleaning can be completed using a variety of cleaning agents.
- **Sanitizing**: The lowest level of germ control but is considered safe according to public health standards. Depending on the product used, sanitizers kill between 50% - 99.9% of microorganism. Typically uses a mild cleaning agent, sanitizer, or disinfectant.
- **Disinfecting**: Kills more germs than sanitization by using an EPA-registered Electrostatic Sprayer with disinfectant. A chemical can only be classified as a disinfectant if it kills 99.9999% of the pathogen microorganisms it claims to be able to kill in EPA-approved laboratory tests.
PPE DONNING PROCEDURE

- When selecting the appropriate PPE for a whole room disinfecting procedure or decontamination cleaning procedure, the equipment selected should be that which is appropriate for the highest potential risk that an employee may encounter. After the required dwell time, wipe off any remaining cleaning product, leaving behind a dry surface.
  - For decontamination cleaning and whole room disinfecting, the PPE used should include at a minimum:
    - Goggles
    - N95 or better respirator
    - Full body coveralls
    - Shoe covers
    - Protective disposable gloves

- Sequence for Putting On PPE
  - The type of PPE used will vary based on the level of precautions required, such as standard and contact, droplet or airborne infection isolation precautions. The procedure for putting on and removing PPE should be tailored to the specific type of PPE.
  - Gown
    - Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back.
    - Fasten in back of neck and waist.
  - Mask or Respirator
    - Secure ties or elastic bands at middle of head and neck
    - Fit flexible band to nose bridge
    - Fit snug to face and below chin
    - Fit-check respirator
  - Goggles or Face Shield
    - Place over face and eyes and adjust to fit
  - Gloves
    - Extend to cover wrist of isolation gown

- Use Safe Work Practices to Protect Yourself and Limit the Spread of Contamination
  - Keep hands away from face
  - Limit surfaces touched
  - Change gloves when torn or heavily contaminated
  - Perform hand hygiene
PPE DOFFING PROCEDURE

- How to Safely Remove PPE
  - There are a variety of ways to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials.

- Gloves
  - The outside of gloves are considered contaminated.
  - If your hands get contaminated during glove removal, immediately wash your hands or use an alcohol-based hand sanitizer.
  - Using a gloved hand, grasp the palm area of the other gloved hand and peel off first glove.
  - Hold the removed glove in gloved hand.
  - Slide fingers of ungloved hand under remaining glove at wrist and peel off second glove over first glove.
  - Discard gloves in a waste container.

- Goggles or Face Shield
  - Outside of goggles or face shield are considered contaminated.
  - Immediately wash your hands or use an alcohol-based hand sanitizer if your hands become contaminated during goggle or face shield removal.
  - Remove goggles or face shield from the back by lifting headband or earpieces.
  - If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in a waste container.

- Gown
  - The gown’s front side and sleeves are considered contaminated.
  - Immediately wash your hands or use an alcohol-based hand sanitizer if your hands get contaminated during gown removal.
  - When unfastening gown ties, insure that sleeves don’t contact your body when reaching for ties.
  - Pull gown away from neck and shoulders, touching inside of gown only.
  - Turn gown inside out.
  - Fold or roll into a bundle and discard in a waste container.

- Mask or Respirator
  - The front of masks/respirators are considered contaminated.
  - Immediately wash your hands or use an alcohol-based hand sanitizer if your hands get contaminated during mask/respirator removal.
Grasp bottom ties or elastics of the mask/respirator, then the ones at the top, and remove without touching the front.
Discard in a waste container.

- Wash Hands or Use:
  - Alcohol based hand sanitizer immediately after removing all PPE.
  - Perform hand hygiene between steps if hands become contaminated and immediately after removing all PPE.

| Department Head Approval | Director of Security  
|                         | Executive VP, HR, Labor & Loss Prevention  
|                         | COO & Interim President & CEO |
### Subject
Spill Cleaning (Non-Hazardous and Hazardous)

### Procedures#
GBAC-03 (former FA-12)

### Issued/Revision Date
09/15/2011
06/15/2019

### Responsibility
Facilities Lead Person, Facilities House Person, Facilities Attendant, and Culinary Stewards

### Purpose
To ensure proper procedures are followed for cleaning hazardous and non-hazardous spills at the Convention Center and Theaters.

### Procedure

#### SPILL DETAILS
- Hazardous spills are defined as vomits, blood, body fluid etc.
- Hazardous spills are cleaned using PPE (personal protective equipment).
- PPE for hazardous spills includes gloves, eye protection, mask and Biohazardous plastic disposal bag.
- Hazardous spills are cleaned using bleach with water in a mop bucket.
- Non-Hazardous spills are defined as coffee, juice, water, food spills etc.
- Non-Hazardous spills are cleaned using mop bucket mixed with cleaning solution and part water.
- Non-Hazardous cleaning requires gloves.
- NOTE: All supplies and equipment for cleaning Hazardous & Non-Hazardous spills can be found in the supply closets and West Warehouse.

#### ATTENDANT/STEWARD RESPONSIBILITIES FOR CLEANING HAZARDOUS SPILLS
- Attendant/Steward will pick up Personal Protective Equipment (PPE) from the cage in West warehouse at the Convention Center. Gloves, eye protection (safety glasses) and nose mask shall be worn before approaching the spill area.
- Depending on the size of the spill, Attendant/Steward will use bleach in a spray bottle or mix it in the mop bucket with water and wheel mop bucket to location of the spill.
- Place “wet floor” caution sign and/or use caution cones around the spilled area.
- First, Attendant/Steward sprays the bleach on the spill then wipes the surface using a paper towel. The dirty paper towel is disposed of in the biohazardous red plastic bag.
- Attendant/Steward repeats cleaning spill area two more times or until surface is completely clean.
- If the spill covers a large area, use the solution in the mop bucket rather than a paper towel.
- Mop a minimum of two times or until the surface is completely clean.
- Take biohazardous, plastic red bag with all equipment used to clean the spill (e.g. gloves, used paper towel etc.) and deliver to Security for proper disposal.

ATTENDANT IS RESPONSIBLE FOR CLEANING NON-HAZARDOUS SPILLS
- Attendant will use mop and a mop bucket filled with a combination of water and cleaning solution.
- Wheel the mop bucket from West warehouse to location of spill.
- Place “wet floor” caution signs around the spill area before mopping.

RETURN EQUIPMENT TO WEST WAREHOUSE
- After the spill area has completely dried, return all PPE, and cleaning equipment to the janitorial closet in the West warehouse.

INSPECTING CLEANED AREA
- Lead Person is responsible for inspecting the area once cleaned and will determine whether the space is ready to be used again.

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Subject: Horizontal & Vertical Cleaning Procedure

Procedures#: GBAC-04 (former CU-01)

Issued/Revision Date: 6/26/20

Responsibility: All Culinary Stewarding

All Facilities Leads, House Persons and Attendants

Purpose: To provide cleaning guidelines and procedures that include all horizontal and vertical surfaces. This applies to all surface types and equipment including walls, ceilings, doors, tabletops and others.

Procedure:

SAFETY PROCEDURES

- Before beginning any cleaning task, it is essential that personnel understand how to use chemicals and equipment for the job.
  - Locate and review MSDS data sheets for chemical reference.
  - Perform a Risk Assessment prior to starting.
    - Determine the who, what, where, when, and how.
    - Collect critical incident data.
    - Determine equipment do you need for the job.
    - Determine which cleaning/disinfection are best for the job.
    - Determine the PPE needed for the job. What is available in your venue or what needs to be deployed from warehouses?
  - Create a clear zone.
    - Mark the cleaning area with caution signs or cones.
    - Only the disinfection team/employee should be in the area while disinfecting is occurring.
    - Radio for assistance.
    - Do not leave area unattended until cleaning/disinfection has been verified.

DETERMINE APPROPRIATE SUPPLIES FOR SURFACE CLEANING

- Cleaning Detergents:
  - TSJ venues use ECOLAB, Cintas & Supply Works cleaning products for general cleaning purposes. Unless otherwise dictated, the following product is used for all cleaning operations:
    - DS-1 Signet
    - DS-1 Detergent for Mopping
    - Bio Renewables Cleaner
    - All-Purpose Citrus Cleaner

- Trigger Sprayer
- Mop Buckets
- Microfiber Cleaning Cloths Regular & Disposable
• ALL cleaning cloths must be laundered. ALL soiled cleaning cloths must be brought back to Facilities Warehouse in Convention Center at the completion of job.

GENERAL PROCEDURES
• Use fresh microfiber cloth or cotton cloth at the beginning of the cleaning session.
• Change cleaning cloths when soiled and should be stored in proper bin for reprocessing.
• Proceed from cleaner to dirtier areas to prevent spreading dirt or microorganisms.
• Clean high touch points before low touch points to prevent dirt from falling and contaminating already cleaned areas.
• Clean floors last.

CLEANING PROCEDURE
• Have the right PPE, tools and cleaning/disinfectants to make it easier to either loosen, soften, remove or rinse without spreading the contaminant.
  o Gloves should be changed out regularly.
  o Gloves must be changed if torn or ripped.
  o Wash hands after glove changes.
• Thoroughly remove any debris, germs and dirt with a presoaked cleaning cloth.
• Electrostatic spraying:
  o Select the appropriate setting for the spray nozzle to allow required dwell time.
  o Read disinfectant labels for proper application and dwell time.
• Wipe surfaces using general practices:
  o Clean to dirty
  o High to low
  o Wet to dry
  o Work one side of area towards the exit point
• Regularly rotate the cloth to maximize all sides:
  o Soiled cloths are returned to West Warehouse for laundering at the completion of each job.
• Repeat process from step 1 for other areas to be cleaned.

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## Restroom Cleaning and Disinfecting Procedures

**Procedures#**
GBAC-05 (former FA-31)

**Issued/Revision Date**
6-26-20

**Responsibility**
Facilities Attendants
Culinary Stewards

**Purpose**
The purpose of this procedure is to give guidance to staff regarding how to clean and disinfect restrooms in all TSJ venues. This procedure, when consistently followed, will result in cleaner restrooms and reduced job task times.

### SAFETY PROCEDURES
- Before beginning any cleaning task, it is essential that personnel fully understand how to use the chemicals and equipment required for the job(s).
- All employees have a right to know about the possible chemical hazards within their workplace. MSDS sheets are available for every chemical and cleaning product in use at the TSJ venues.

### SUPPLIES FOR CLEANING & DISINFECTING
- **Cleaning Detergents**
  - TSJ venues use different disinfectant products. Unless otherwise dictated, the following products are to be used for cleaning disinfectant operations:
    - 3M
    - DS-1 Signet
    - Biosque Botanical disinfectant solution
    - Clorox Wipes
- **Trigger Sprayer**
- **Mop Buckets**
- **Microfiber Cleaning Cloths Disposable**

### GENERAL PROCEDURES
- Use fresh microfiber cleaning cloths at the start of each cleaning session (e.g., routine daily cleaning).
- Change cleaning cloths when they are no longer saturated with solution, for a new, wetted cloth.
  - Soiled cloths should be stored for reprocessing & throw away disposable.
- Use the systematic approach to cleaning:
  - Start from cleaner to dirtier surfaces to avoid spreading dirt and microorganisms:
    - Clean low touch surfaces before high touch surfaces.
    - Clean public areas before restrooms.
In common areas, proceed with shared equipment and common surfaces before cleaning individual areas.

- Proceed from high to low to prevent dirt and microorganisms from dripping or falling and contaminating already cleaned areas (For example, clean floors last).

- When possible spray cleaning chemicals directly into cleaning rag to reduce broadcasting chemicals into the air.

- Gloves should be changed out frequently to reduce cross contamination.
  - Gloves must be changed whenever the microfiber cloth is changed.

CLEANING PROCEDURE

- Always use the correct Personal Protective Equipment (PPE).
  - Gather all tools, equipment and materials needed to complete the job.
  - Prop restroom doors open to allow adequate air circulation while cleaning.
  - Block the restroom entrance with the custodial cart to ensure no guests enter the room during cleaning.

- Survey the Restroom
  - Survey the restroom and note any special cleaning requirements.

- Walls, Stalls and Dividers
  - Work from the top to the bottom.
  - Use duster to dust the entire ceiling, vents and light fixtures.
  - Disinfect clean the tile walls.
  - Disinfect dispensers, stalls and dividers.
    - Pay extra attention to back of stall doors, latches and other touch points.

- Stocking Products
  - Clean all toilet paper, paper towels, seat covers, soap, sanitary napkins and any other dispensers in the restrooms.
    - Pay extra attention to any handles, cranks or other touch points.
  - Restock dry goods with the appropriate supplies for a nearby supply closet.

- Mirrors and Stainless Steel
  - Clean mirrors and stainless-steel surfaces.

- Counters, Sinks, Changing Stations and Trash
  - Empty trash receptacles and wash out all containers.
• Prepare Toilets and Urinals
  o Remove all deodorant screens from urinals and dispose of any debris the screens have accumulated.
  o Flush all toilets/urinals so nothing but clean water remains.
  o Place a generous amount of Tile and Porcelain Cleaner (TPC) inside the toilet bowls.

• Toilets and Urinals
  o While TPC is sitting for 10-15 minutes start cleaning and disinfecting the toilets and urinals.

• Toilet Bowls and Urinal Basins
  o Toilet bowls and urinal basins must be properly cleaned to prevent, or at least slow, the building of hard water deposits and other soils.
  o After TPC has set for 10-15 minutes use a Johnny brush to clean inside the bowls and basins.
  o Never leave chemicals in toilets, urinals or touch points because they can cause injury if they come into contact with people’s skin.

• Sweeping Floors
  o Use a broom and dustpan to sweep the entire floor area while it is dry before starting any wet cleaning.
  o Sweep from the back of the restroom toward the door, making sure to sweep from the wall toward the middle and from under wall mounted fixtures.
  o Do not push dirt and debris toward walls, as this is not cleaning and leaves you with additional work next time you clean the area.

• Mopping Floors
  o Make sure all debris is removed from the floor.
  o Mop from the back of the restroom toward the door, making sure to mop from the wall towards the middle and from under wall mounted fixtures.

• Inspect
  o Each worker should take thirty (30) seconds to inspect their work.
  o It is important for Custodians to fully inspect their work prior to moving into another location.

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<td>Procedures#</td>
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<td>Issued/Revision Date</td>
<td>6-26-20</td>
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| Responsibility | All Culinary Stewarding  
All Facilities Leads, House Persons and Attendants  
Production Directors and Managers, House Stewards, Stagehands |
| Purpose | To provide cleaning guidelines and procedures for all TSJ venues. This applies to all surface types, equipment including walls, ceilings, doors, tabletops, counter tops, etc. front & back of the house. |
| Procedure | SAFETY PROCEDURES  
- Before beginning any cleaning task, it is essential that personnel understand how to use chemicals and equipment for the job.  
  - Locate and review MSDS data sheets for chemical reference.  
  - Perform a Risk Assessment prior to starting:  
    - Determine the who, what, where, when, and how.  
    - Collect critical incident data.  
    - Determine equipment do you need for the job.  
    - Determine cleaning/disinfection best for the job.  
    - Determine the PPE needed for the job. What is available in your venue or what needs to be deployed from warehouses?  
  - Create a clear zone:  
    - Mark the cleaning area with caution signs or cones.  
    - Only the disinfection team/employee should be in the area while disinfecting is occurring.  
    - Radio for assistance.  
    - Do not leave area unattended until cleaning/disinfection has been verified.  
SUPPLIES FOR DISINFECTING  
- Cleaning Detergents:  
  - TSJ venues use different disinfectant products. Unless otherwise dictated, the following product are to be used for disinfectant operations:  
    - Clorox wipes  
    - 3M  
    - DS-1 Signet  
    - Biosque Botanical disinfectant solution  
  - Trigger sprayer  
  - Mop buckets |
Microfiber cleaning cloths or disposable cotton cloth.

**GENERAL PROCEDURES**
- Use fresh microfiber cloth or cotton cloth at the beginning of the cleaning session.
- Dispose cleaning cloths when soiled.
- Proceed from cleaner to dirtier areas to prevent spreading microorganisms.
- Clean high touch points before low touch points to prevent top prevent contaminating already cleaned areas.

**PRE-DISINFECT**
- When filth, vomit, blood or bodily fluids are present follow pre-disinfect procedures:
  - Use an appropriate disinfectant that is applicable for the infectious agent.
  - Use the proper equipment such as sprayers, electrostatic sprayers, or foggers.

**LOAD REDUCTION**
- If there is visible biological material contamination remove and properly disposal of the gross biocontamination.

**DISINFECT PROCEDURE**
- Have the right PPE, tools and Chemicals to make it easier to either loosen, soften, remove or rinse without spreading the contaminant.
  - Gloves should be changed out regularly.
  - Gloves must be changed if torn or ripped.
  - Wash hands after glove changes.
- Thoroughly remove any debris, germs and dirt with Clorox wipe.
- Electrostatic Spraying:
  - Select the appropriate setting for the spray nozzle to allow required dwell time.
  - When possible spray cleaning chemicals directly into cleaning rag.
  - When using chemicals check the label for Dwell times
  - Read the label.
- How to Wipe Surfaces Using General Practices:
  - Clean to dirty
  - High to low
  - Wet to dry
  - Work one side of area towards the exit point
- Regularly rotate the cloth to maximize all sides.
  - Soiled cloths to be delivered to West Warehouse for laundering after job is complete.
• Repeat process from Step 1 for other areas to be cleaned.
• Manager to conduct and document UV / Black Light testing for results of cleaning.

POST-SITE ASSESSMENT
• Conduct visual inspection confirming that the scope of the job was completed.
• Complete all post operations documentation.
• Are there any odor control issues that need to be addressed?
• Is all waste properly packaged and labeled for transport?
• Client satisfaction sheet signed.
• Sign and check of your process checklist.

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# Personal Hygiene & Hand Washing Practices

**Procedures#**
GBAC-07 (former CU-05)

**Issued/Revision Date**
6/30/2020

**Responsibility**
All TSJ Employees

**Purpose**
To set standards for work attire, personal hygiene and hand washing. Standard practices are in accordance with FDA Food Safety, Team San Jose HR Employee Manual and may include Department Employee Manuals.

**Procedure**

### PERSONAL HYGIENE (All):

It is required that *all employees* follow standard practices below:

- **Uniformed Employees**: All team members requiring a uniform are issued clean garments by TSJ. Your manager will advise you of the appropriate footwear and headwear for your position and department.
- **General Employees**: All clothes must be clean and in good shape. Discernible rips, tears or holes are not allowed.
- **Shower or bath (daily)**.
- **Keep hair clean**.
- **Stay Home if you have symptoms of illness, diarrhea, vomiting, fever, sore throat or cold**.
- **Report illness to your Supervisor**.
- **Do cover cuts, sores or rashes on the hands with bandages**.

### PERSONAL HYGIENE (CULINARY):

FACT: Poor personal hygiene is the leading cause of foodborne illnesses by food service employees.

It is required that *all culinary employees* follow standard practices below:

- **Work Attire**: Wear clean uniforms, aprons and hair covering according to your position.
- **Change apron when soiled. Do not use restrooms while wearing an apron**.
- **Keep hair clean**.
- **Restrain hair by utilizing hats, hair coverings or hair nets (if applicable to your duties)**.
- **Long hair must be pulled back and covered with a hair net or hat**.
- **Do cover cuts, sores or rashes on the hands with bandages**.
- **Wear a glove over the bandage when working with food**.
- **Change gloves frequently; as often as handwashing is required (see below)**.
• Do use utensils, such as tongs, tissue paper or clean gloves to minimize bare hand use when handling foods which are ready-to-eat such as salads, sandwiches, pastries etc.
• Do keep your fingernails short, trimmed and clean.
• Use gloves over artificial nails, nail polish and plain wedding bands.
• Do not wear jewelry; finger/nose rings, earrings, bracelets etc. when preparing food.
  Do not use hand lotions. Hand sanitizers Ok. Example: Purell, #1 brand used in hospitals.

HANDWASHING – 4 STEPS IN 20 SECONDS (All Employees):
You must wash your hands at a handwashing sink that has hot and cold running water, soap, paper towels or other drying method.

From Start to Finish, All Employees must wash their hands for at least 20 seconds.
  1. Wet Hands (front and back) for 2 seconds.
  2. Scrub with Soap – Apply soap and scrub under the fingernails, between the fingers and all the way up to the lower arm. Scrub vigorously for at least 10 - 15 seconds.
  3. Rinse hands thoroughly to send soap and germs down the drain for 12 - 16 seconds.
  4. Dry hands completely with a paper towel for 12-16 seconds.

Wash hands frequently, exposed arms and/or surrogate prosthetic devices:
• Before putting on or changing gloves.
• After using the restroom.
• After sneezing, coughing, or using a handkerchief or tissue.
• After combing or touching hair, face or body parts.
• After shaking someone’s hand.
• After smoking, eating, drinking, or chewing gum or tobacco.
• After handling soiled equipment or utensils.
• During food preparation as often as necessary to remove soil and contamination and to prevent cross contamination when changing tasks.
• Before starting work and engaging in food preparation.
• When moving from one food preparation station to another.
• When switching between working with raw foods, raw meats, poultry, or fish and working with ready-to-eat foods.
• After any clean up activity such as sweeping, mopping, or wiping counters.
• After touching dirty dishes, equipment, or utensils.
• After handling trash, money or other objects.
• After engaging in any other activities that may contaminate hands and forearms.

After hands have been properly washed and are dry, use hand sanitizers that kill 99.99% of germs, approved by FDA, to help reduce bacteria on surface of skin.

After washing hands, avoid touching face, hair, other body parts and avoid making contact with hard surfaces such as faucets, doors, handrails, freezer/cooler doorknobs or latches.

<table>
<thead>
<tr>
<th>Department Head Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director of Security</td>
</tr>
<tr>
<td>Director of F&amp;B</td>
</tr>
<tr>
<td>Executive Chef</td>
</tr>
<tr>
<td>Executive VP, HR, Labor &amp; Loss Prevention</td>
</tr>
<tr>
<td>COO &amp; Interim President &amp; CEO</td>
</tr>
<tr>
<td><strong>Subject</strong></td>
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<tr>
<td>-------------</td>
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<tr>
<td><strong>Procedures#</strong></td>
</tr>
<tr>
<td><strong>Issued/ Revision Date</strong></td>
</tr>
</tbody>
</table>
| **Responsibility** | All Culinary Stewarding  
All Facilities Leads, House Persons and Attendants  
Production Directors and Managers, House Stewards, Stagehands |
| **Purpose** | To provide cleaning guidelines and procedures for all TSJ venues. This applies to all shared equipment including microphones, radios, keys, speakers, cameras, etc. front & back of the house. |
| **Procedure** | SAFETY PROCEDURES  
• Before beginning any cleaning task, it is essential that personnel understand how to use chemicals and equipment for the job.  
  o PPE equipment is readily available, and each associate understands that PPE provides a barrier against skin and can help prevent the spread of infectious diseases.  
    ▪ MSDS data sheets are available for chemical reference and personnel know where to find these sheets.  
    ▪ Risk assessment (who, what, where, when, how). Collecting critical incident data.  
      • What equipment do you need?  
      • What cleaning and disinfection solutions will you need?  
      • Do you have the correct PPE?  
    ▪ Creating a clear zone.  
      • Mark area with caution signs or cones.  
      • Only the disinfection team/employee should be in the area while disinfecting is occurring.  
      • Phone for assistance.  
      • Do not leave area unattended.  
  SHARED EQUIPMENT PROCEDURE  
• Shared equipment will be assigned to a designated individual for the duration of the event or employment to allow for contact tracing in the event of an outbreak.  
• Shared equipment should not be exchanged or handled by another employee if allowable. If not, hand washing for 20 seconds or use hand sanitizer is required after use. |
DISINFECTING RESPONSIBILITIES

- Employees all play a part in keeping their shared equipment disinfected during the duration of their shift.
- Shared keys and radios will be disinfected by the Security team every night after use.
- Shared Theater equipment will be disinfected by the designated stagehand or Production Manager for the event.
- Shared food and beverage equipment will be disinfected by the Culinary Stewarding Team every day.

SUPPLIES FOR DISINFECTING

- Vendors owning the shared equipment will be responsible of providing proper cleaning and disinfecting supplies.
- For TSJ owned equipment, disinfectant will vary depending on equipment manufacturing recommendation.

GENERAL PROCEDURES

- Use fresh microfiber cloth or cotton cloth at the beginning of the cleaning session.
- Dispose cleaning cloths when soiled.
- Proceed from cleaner to dirtier areas to prevent spreading microorganisms.
- Clean high touch points before low touch points to prevent top contaminating already cleaned areas.

DISINFECT PROCEDURES

- Have the right PPE, disinfecting supplies to clean the shared equipment:
  - Gloves should be changed out regularly.
  - Gloves must be changed if torn or ripped.
  - Wash hands after glove changes.
- Clean high touch points on the shared equipment and other areas that may leave germs and bacteria.
  - Handles
  - Buttons
  - Microphones
- Under the guidance of recommended cleaning agents based on shared equipment manufacture, thoroughly clean and disinfect the shared equipment.
- Repeat process from Step 1 for other areas to be cleaned.

POST DISINFECT

- After disinfecting the shared equipment, a green tag can be placed on the equipment to notify others that it has been disinfected.
Department Head Approval

Director of Facilities
Director of Food & Beverage
Executive Chef
Director of Production
COO & Interim President & CEO
### APPENDIX C-9

<table>
<thead>
<tr>
<th><strong>Subject</strong></th>
<th>UV/Black Light Checking Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Procedures#</strong></td>
<td>GBAC-09</td>
</tr>
<tr>
<td><strong>Issued/Revision Date</strong></td>
<td>6-28-2020</td>
</tr>
<tr>
<td><strong>Responsibility</strong></td>
<td>Facilities Managers, Leads, House Persons and Attendants Culinary Stewarding Production Director and Managers</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To provide UV/Black light checking guidelines and procedures to determine cleanliness post cleaning.</td>
</tr>
</tbody>
</table>
| **Procedure** | **SAFETY PROCEDURES**  
• Before beginning any cleaning task, it is essential that personnel understand how to use equipment for the job.  
  o PPE equipment is readily available, and each associate understands that PPE provides a barrier against skin and can help prevent the spread of infectious diseases.  
    ▪ What equipment do you need?  
    ▪ Do you have the correct PPE?  

**INSPECTION PROCEDURE**  
• Have the right PPE, tools and Chemicals to make it easier to either loosen, soften, remove or rinse without spreading the contaminant.  
  o Gloves should be changed out regularly.  
  o Gloves must be changed if torn or ripped.  
  o Perform visual inspections, with the use of a UV or black light marker as part of quality management and control processes to establish regular auditing to check that the cleaning, disinfection, and infectious disease control standards, processes, and protocols outlined in the program are being followed and maintained.  
  o Supervisors/Manager will mark random locations as part of their tasks, for cleaning verification and come back to check to see if the marked surface has been properly cleaned and disinfected.  

**POST-SITE ASSESSMENT - UV/BLACK LIGHT VERIFICATION**  
• A UV or black light marker is utilized to conduct cleaning verification checks randomly to confirm areas are being cleaned as recommended. Utilizing an UV-invisible ink marker to mark random locations and a UV or black light pen to see the marks is a quick and efficient way for Supervisors/Manager to verify locations are being cleaned.  
• Supervisors/Manager mark random locations with the UV or black light marker.
- Supervisors/Manager to check the marked locations with the UV or black light pen after known cleaning and disinfecting activities have occurred.

| Department Head Approval | Director of Facilities  
|                         | Director of Food & Beverage  
|                         | Executive Chef  
<p>|                         | COO &amp; Interim President &amp; CEO |</p>
<table>
<thead>
<tr>
<th><strong>Subject</strong></th>
<th>Electrostatic Disinfectant Cleaning</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Procedures#</strong></td>
<td>GBAC-10</td>
</tr>
<tr>
<td><strong>Issued/Revision Date</strong></td>
<td>6/27/2020</td>
</tr>
</tbody>
</table>
| **Responsibility** | Facilities Managers, Leads, House Persons and Attendants  
                      Culinary Stewarding  
                      Production Director and Managers |
| **Purpose**      | To ensure proper procedures are followed for disinfecting TSJ venues using electrostatic sprayer technology and chemicals. |
| **Procedure**    | **ELECTROSTATIC DETAILS**  
                      • Electrostatic areas are defined as public area, front-of-house, inside venues, and back-of-house of TSJ venues.  
                      • PPE gear required includes gloves, eye protection, and N95 mask.  
                      • Electrostatic spray requires use of Board Spectrum disinfectant  
                      • Electrostatic spray to be conducted while no one present in the area.  
                      • NOTE: All supplies and equipment for Electrostatic spray and PPE can be found in the cage located in West Warehouse, East Warehouse, and Theaters Production Managers Offices.  
                      **STAFF RESPONSIBILITIES FOR SPRAYING**  
                      • Pick up PPE from designated equipment storage location.  
                      • Staff must make sure no one is present in the room before they can start electrostatic spraying.  
                      • Place “wet floor” caution sign and/or use caution cones if necessary.  
                      • Staff will caution anyone approaching the location of spray.  
                      • Staff will spray over equipment e.g. tables, chairs, furniture, handrail, doors & windows, walls, desk, etc.  
                      **RETURNING EQUIPMENT**  
                      • After the area is sprayed return Electrostatic spray machine & all personal protection equipment (PPE), and cleaning equipment bring back to the following locations:  
                        o Facilities - West Warehouse  
                        o Culinary – Main Kitchen  
                        o Theaters – Production Manager Offices  
                      **INSPECTING CLEANED AREA**  
                      • The Lead Person cleaning is responsible for inspecting the area once the job is completed. |
| **Department Head Approval** | Director of Facilities  
                      Director of F&B  
                      Executive Chef  
                      Director of Production  
                      COO & Interim President & CEO |
**APPENDIX C-11**

<table>
<thead>
<tr>
<th>Subject</th>
<th>Carpet Extract Cleaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Procedures#</td>
<td>FA-51</td>
</tr>
<tr>
<td>Issued/Revision Date</td>
<td>06/08/2020</td>
</tr>
<tr>
<td>Responsibility</td>
<td>Facilities Lead Person, House Person &amp; Attendant</td>
</tr>
<tr>
<td>Purpose</td>
<td>To ensure proper procedures are followed to clean carpet using carpet extraction machine in TSJ venues.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Procedure</th>
<th>DETAILS</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Carpet shampoo areas are defined as all carpeted areas in public area, front-of-house, inside venues and back-of-house, and offices across all venues.</td>
</tr>
<tr>
<td></td>
<td>Extraction machine must be used PPE gear including gloves, safety goggles and nose mask.</td>
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<tr>
<td></td>
<td>Extraction machine to use “Complete Carpet Care” by Clean Source.</td>
</tr>
<tr>
<td></td>
<td>Extraction cleaning to be conducted while no one present in the area.</td>
</tr>
<tr>
<td></td>
<td>NOTE: All supplies and equipment for carpet extraction &amp; PPE can be found in the cage located in facilities storage cage West warehouse convention center.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>STAFF RESPONSIBLE FOR CLEANING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff will pick up PPE from the cage in West warehouse at the Convention.</td>
</tr>
<tr>
<td>Staff will use Complete Carpet Care&quot; solution mix with water in the tank of machine.</td>
</tr>
<tr>
<td>Staff will make sure no one is present in the room before starting.</td>
</tr>
<tr>
<td>Place “wet floor” caution sign and/or use caution cones.</td>
</tr>
<tr>
<td>Staff will caution anyone approaching the location.</td>
</tr>
<tr>
<td>Staff will run the machine on all carpeted areas using “parallel line technique”</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>RETURNING EQUIPMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>After the job is completed return carpet extraction machine, PPE, and cleaning equipment bring back to Facilities storage cage in the West Warehouse at Convention Center.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>INSPECTING CLEANED AREA</th>
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<tbody>
<tr>
<td>Lead Person is responsible for inspecting the area once the job is completed.</td>
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<tr>
<th>Department Head Approval</th>
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</thead>
<tbody>
<tr>
<td>Director of Facilities</td>
</tr>
<tr>
<td>COO &amp; Interim President &amp; CEO</td>
</tr>
</tbody>
</table>
## Subject
Theaters Dressing Rooms & Room Turn Disinfecting

### Procedures#
FA-54

### Issued/Revision Date
6-26-2020

### Responsibility
Facilities Leads, House Persons and Attendants

### Purpose
To provide cleaning guidelines and procedures for TSJ theaters to refresh in-between multiple shows and dressing rooms.

### Procedure

#### GENERAL TIMELINES FOR FRONT OF HOUSE ROOM TURNS
This timeline is for refresh cleaning and disinfection ONLY between shows for guests in theaters front-of-house areas (lobbies, stairs, house, balcony, restrooms etc.). Time periods are projections and will be vary depending on the number of attendees, setups, and if the balcony is open or closed.

- **Montgomery Theater**: 2 hours
- **California Theatre**: Minimum 2 hours
- **San Jose Civic**: Minimum 2.5 hours to 3 hours
- **CPA**: Minimum 2.5 hours - 3 hours

#### GENERAL GUIDELINES FOR DRESSING ROOMS
- Facilities will maintain, restock, and disinfect floors, sinks, restrooms, showers, furniture and trash bins once a day for all dressing rooms.
- Disinfectant Clorox wipes will be provided to Talent to maintain their vanities and personal affects.

#### GUIDELINES FOR CLEANING & DISENFECTING

1. **Safety Procedures**
   - Before beginning any cleaning task, it is essential that personnel understand how to use chemicals and equipment for the job.
     - PPE equipment is readily available, and each associate understands that PPE provides a barrier against skin and can help prevent the spread of infectious diseases.
     - Risk Assessment (who, what, where, when, how). Collect critical incident data.
       - What equipment do you need?
       - What cleaning / disinfection solutions do you need?
       - Do you have the correct PPE?
     - Creating a clear zone.
       - Disinfection team/employees should be in the area while disinfecting is occurring.
2. Supplies for Disinfecting
   • Cleaning Detergents:
     o TSJ venues use different disinfectant products. Unless otherwise dictated, the following product are to be used for disinfectant operations:
       ▪ Clorox wipes
       ▪ 3M
       ▪ Biosque Botanical disinfectant solution
   • Trigger Sprayer
   • Microfiber cleaning cloths or disposable cloths

3. General Procedures
   • Use fresh disposable cloth.
   • Dispose cleaning cloths when soiled.
   • Clean high touch points before low touch points to prevent top prevent contaminating already cleaned areas.
   • Clean seating area (house) and public area.

4. Disinfect Procedure
   • Have the right PPE, tools and cleaning agents or disinfectants to make it easier to either loosen, soften, remove or rinse without spreading the contaminant.
     o Gloves should be changed out regularly.
     o Gloves must be changed if torn or ripped.
     o Wash hands after each glove change.
   • Thoroughly remove any debris, germs and dirt with Clorox wipes.
   • Electrostatic Spraying:
     o Select the appropriate setting for the spray nozzle to allow required dwell time.
     o When possible spray cleaning chemicals directly into cleaning.
   • How to Wipe Surfaces:
     o Clean to dirty
     o High to low
     o Wet to dry
     o Work one side of area towards the exit point
   • Regularly rotate the microfiber cloth to maximize all sides.
   • Throw away disposable cloths.

5. Post-Site Assessment
   • Conduct visual inspection confirming the scope of the job was met.
   • Are there any odor control issues that need to be addressed?
   • Is all waste properly packaged and labeled for transport?
Department
Head Approval

Director of Facilities
General Manager & Director of Entertainment, Theaters
COO & Interim President & CEO
Team San Jose aligns following online resources and reports to develop the guidelines, processes and procedures for this report.

**HEALTH & SANITATION INSTITUTIONS**

- County of Santa Clara Public Health Department
- State of California
- Center for Disease Control (CDC)
- World Health Organization (WHO)
- Occupational Safety and Health Administration (OSHA)
- Global Biorisk Advisory Council (GBAC)
- ISSA: The Worldwide Cleaning Industry Association
  - Team San Jose ISSA ID: 479228
- EPA List N for Disinfectants

**INDUSTRY REPORTS, GUIDELINES & WHITE PAPERS**

- International Association of Venue Managers: Reopen & Recovery Guidance May 2020
- California Convention Center Coalition: Safe Reopening Plan Minimum Standards.
- The Event Safety Alliance Reopening Guide
- COVID-19 Industry Guidance: Hotels and Lodging – May 7, 2020
- California Hotel & Lodging Association: COVID-19 Clean & Safe Guidance April 2020
- ASM Venue Shield Program
- American Hotel & Lodging Association: Enhanced Industry-Wide Hotel Cleaning Standards in Response to COVID-19
- UFI: The Global Association of the Exhibition Industry
- Enigma Research: 2020 Return to Live Events Survey April 2020
- Society of Independent Show Organizers
<table>
<thead>
<tr>
<th>Terms Defined</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Clean</strong></td>
<td>The absence of soil, dirt, pollution, and other contaminants.</td>
</tr>
<tr>
<td><strong>Detergent</strong></td>
<td>Any of numerous synthetic water-soluble or liquid organic preparations that are chemically different from soaps but that emulsify oils, hold dirt in suspension, and act as wetting agents.</td>
</tr>
<tr>
<td><strong>Disinfect</strong></td>
<td>A process that destroys or irreversibly inactivates infectious or other undesirable microbes, but not necessarily the spores (reproductive bodies like plant seeds) of bacteria and fungi. The number of microbes killed during a disinfecting process will vary, depending on the specific chemical and how it is used.</td>
</tr>
<tr>
<td><strong>Dwell Time</strong></td>
<td>The contact time the disinfectant is required to remain on the target surface to effectively kill microbial organisms.</td>
</tr>
<tr>
<td><strong>General Surface Cleaning</strong></td>
<td>Physically removes visible dirt, organic matter, viruses, fungi, and bacteria. General surface cleaning is accomplished with water, detergent or cleaner, and physical scrubbing of the surface. The underlying principle here is to remove microbes if possible, rather than kill them (with a sanitizer or disinfectant). In addition, thoroughly cleaning a surface can reduce the need to disinfect because without the nutrients and moisture needed to survive and multiply, most microbes cannot live on a clean and dry surface for very long.</td>
</tr>
<tr>
<td><strong>Infection Control</strong></td>
<td>Standard precautions, procedures, and practices, which collectively are used to reduce the risk of transmission of potentially infectious pathogens and prevent the spread of infection from person to person.</td>
</tr>
<tr>
<td><strong>Microorganism</strong></td>
<td>An organism (such as a bacterium or protozoan) of microscopic or ultramicroscopic size.</td>
</tr>
<tr>
<td><strong>Pathogen</strong></td>
<td>A specific causative agent (such as a bacterium or virus) of disease. This is a general term often use loosely to describe potential infectious material.</td>
</tr>
<tr>
<td><strong>Sanitize</strong></td>
<td>Reducing the number of microorganisms present by 99.9%. Sanitizers make no claims against a virus or fungus.</td>
</tr>
<tr>
<td><strong>Virus</strong></td>
<td>Any of a large group of submicroscopic infectious agents that are usually regarded as nonliving extremely complex molecules, that typically contain a protein coat surrounding an RNA or DNA core of genetic material but no semipermeable membrane, that are capable of growth and multiplication only in living cells, and that cause various important diseases in humans, animals, and plants.</td>
</tr>
</tbody>
</table>